



## **Role Profile/Job Spec – Operations Manager (Waste Collections)**

<b>Service</b>	<b>Waste Collections</b>
<b>Job title</b>	<b>Operations Manager (Waste Collections)</b>
<b>Post No</b>	<b>48535</b>
<b>Salary Grade</b>	<b>Management Grade</b>
<b>Hours</b>	<b>40 hours Per Week</b>
<b>Responsible To</b>	<b>Head of Operations</b>
<b>Responsible For</b>	<b>5 x Supervisor (127 WC Operatives)</b>

### **Role Purpose**

1. To ensure the delivery of a high quality waste collection service for Greener Ealing Limited, taking full responsibility for all staffing matters and for meeting KPIs (waste collections) in line with the company's Vision and Values.
2. Ensure that the waste collection service is delivered to contract and within agreed budget.
3. To lead by example, encouraging a positive work culture for all employees.

### **People Management**

4. Line manage waste collections supervisors, ensuring they are developed in line with GEL requirements and company Values: ensure that supervisors take ownership of their responsibilities for guiding and directing subordinate staff in delivery of GEL's Vision and Values.
5. Ensure that all waste collections staff are inducted and onboarded properly, and are aware of relevant GEL HR and Health and Safety policies, and GEL's expectations.

### **Operations Management**

6. Deliver waste collections service in line with KPIs and in accordance with GEL's Vision and Values, seeking to identify improvements to current ways of working in order to deliver a more efficient and effective service for customers
7. Coordinate staff training, recruitment, Induction, onboarding and holidays, ensuring that holidays are taken without causing undue pressure on the provision of service.
8. Ensure quality control standards are being met for waste collections
9. Monitor employee activities and provide guidance where needed



## **Role Profile/Job Spec – Operations Manager (Waste Collections)**

10. Encourage a positive work environment and culture for all employees

### **Management Team**

11. Attend meetings of GEL's Senior Management Team, present reports and updates on the waste collections service, giving early sight of potential issues or challenges to the MD and SMT and suggest options for resolution or improvement.

12. Attend, where required, meetings of the GEL Board; or Council Scrutiny; or other committees as required by the London Borough of Ealing.

### **Health & Safety**

13. Responsible for ensuring that all duties in waste collections are undertaken safely, in line with Safe Systems of Work (SSOW), in accordance with Greener Ealing's policies on Health & Safety, the Health and Safety at Work Act 1974 and other relevant legislation.

14. Work closely with Health & Safety Advisor to ensure that a culture of Health and Safety is embedded in waste collections.

### **Vision and Values**

15. Understand GEL's Vision "to be recognised as one of the leading environmental service providers in West London and across the capital" and help GEL to achieve this Vision through adhering to the GEL Values (4 Cs): Customer Comes First; Collaborative; Caring and Committed.

16. Act as an exemplar of GEL's Values and ensure that these are embedded within the waste collections service.

### **Notes:**

1. The postholder may be deployed into other service area(s) within GEL, in line with the needs of the service, as directed by the Managing Director.
2. The tasks listed in this job description are not exhaustive and the postholder may be asked to undertake additional duties in line with the needs of the service, as directed by the line manager.

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ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	<p>Full UK driving licence or equivalent (Max of 3 penalty points)</p> <p>Good level of general education</p>	<p>HGV licence</p> <p>Degree level education</p>	Licence / Application form
Relevant Experience	<p>Extensive experience of working at management/supervisory level in waste/environmental services industry</p> <p>Knowledge and understanding of Equal Opportunities issues.</p> <p>Knowledge of Health and Safety requirements relative to this post.</p> <p>Budget experience</p>	<p>Knowledge of current legislation relevant to the post</p>	Application Form/Interview
Personal skills	<p>Ability to meet deadlines and ensure that others do so</p> <p>Able to work as part of a team.</p> <p>Good communication skills able to work closely with and establish positive relationships with Senior colleagues, and other stakeholders</p>	<p>Able to demonstrate leadership qualities and inspire others towards achieving desired goals</p>	Application Form/Interview

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	Must be able to complete relevant paperwork associated with the post.	Proven ability to work with minimum supervision.  Excellent report writing and presentational skills  Displays highest standards of personal integrity.  Commitment to highest levels of service delivery.	
Specialist working conditions	May be required to work some unsociable hours including weekend working.  Prepared to adopt a flexible approach to undertaking broadly similar duties in other sections as the workload demands.		Application Form/Interview

### Our Values – 4Cs

Gel's values set out what we stand for and how we will behave at work. They are the basis of how we will deliver our Vision of *being recognised as one of the leading environmental services providers in West London and across the capital.*

1. **Customer comes first** – remembering our purpose and doing the very best for the people we serve.
  - We achieve this by - being considerate, responsive and polite at all times and by being careful not to leave any mess.
  - We don't achieve this unless we treat our customers as we would like to be treated ourselves.



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### **2. Collaboration** – with workmates and others.

- We achieve this if we - act as one organisation or team, sharing information and knowledge, and if we support each other wherever we can
- We don't achieve this if we - don't work as a team, ignore what others are doing or planning to do, or if we make decisions without involving other service users

### **3. Caring** – about the health safety and welfare of our employees.

- We achieve this when we – take responsibility for our own health, safety, welfare and wellbeing and also that of others. This includes being respectful and supportive towards colleagues, taking care to maintain a healthy work-life balance, and challenging behaviours that are inconsistent with Gel's Dignity at Work policy.
- We don't achieve this if we – not serious enough about health, safety, welfare and wellbeing; are unsupportive; or if we don't have each others' backs.

### **4. Committed** – to delivering services, to innovation, tackling problems and finding better ways of working.

- We achieve this when we – take the initiative to find or suggest better ways of working, listen to each other, and share good ideas.
- We don't achieve this unless we – keep an open mind and accept there may be better ways to get the work done.

We know that we will only deliver our Vision through each of us pulling together, working within the spirit of our Values, to make GEL one of the leading environmental services providers in West London and across the capital.