**SEFTON METROPOLITAN BOROUGH COUNCIL**

JOB PROFILE

# POST

**Waste Management & Street Cleansing Officer**

**(Operational In-House Services)**

# GRADE

**G**

# JOB PURPOSE

The primary role, as part of a team of Officers, is the supervision of Waste Collection & Street Cleansing frontline operational staff to ensure the delivery of high-quality environmental services, delivered within available budget to provide safe, attractive and sustainable neighbourhoods within the context of both Service Plans and the Corporate Plan.

The service delivers Waste Management and Street Cleansing Services which include domestic & commercial collections of both residual and recyclable waste, clinical waste collection, skip hire, bulky household waste collection, manual & mechanical street cleansing including programmed, project and contractual services in addition to out of hours operations as required. To ensure compliance with all relevant statutory and legislative requirements to deliver the Council’s obligations in accordance with the Councils visions, goals and core values.

# Duties & Responsibilities

This is not a comprehensive list of all tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

**Operational**

1. To supervise operational staff, providing efficient and effective operational services for waste collection and street cleansing, delivered within available budget.
2. Under direction from the Street Cleansing Manager / Area Operations Managers, to be directly responsible for the day-to-day deployment, direction and supervision of frontline staff including management of sickness absence in accordance with Sefton Council policies and procedures.
3. To maintain a working knowledge sufficient to provide professional/technical advice on policy, legislation, regulation and best practice requirements for service delivery.
4. To assist in ensuring that all services are carried out efficiently, making best use of available resources, with high standards of customer care.
5. To ensure effective motivation, training and development of operational staff is in place to meet the needs of the service objectives. To identify training needs of operational staff and contribute towards a training plan in conjunction with the Street Cleansing Manager / Area Operations Managers.
6. To develop, deliver and record accurate training records for all training relating to operational staff training
7. To utilise all learning opportunities to develop personal skills necessary to improve the effectiveness and efficiency of service deliver.
8. To be responsive to customer enquiries and complaints, ensuring all responses are compiled within agreed response times and to a professional standard.

# Health & Safety

1. To be responsible for the health, safety and welfare of operational staff, ensuring that health & safety procedures are adhered to in accordance with all corporate Health & Safety legislation, guidelines and best practice.
2. In conjunction with the Street Cleansing Manager / Area Operations Managers, contribute towards the compilation of risk assessments, safe systems of work and toolbox talks and ensure they are presented to frontline staff to eliminate risk in all operational activities undertaken.
3. To develop, deliver and record accurate training records for all training relating to Health and Safety

**GENERAL RESPONSIBILITIES**

* Ensure adherence to the Council’s constitution, policies and procedures in respect of all activities and decisions within the service area.
* To participate as required in the Councils Emergency Plan and Civil Contingencies arrangements, which provide a Council response to major incidents.
* To support the Assistant Director/Service Manager in the development of all service reviews and service improvement projects when required.

**PARTNERSHIPS & RELATIONSHIPS**

* To build and maintain effective relationships with colleagues, partner agencies, elected members, local businesses, residents and members of the public.
* To deliver the outcomes for your role and your team, and to contribute to the delivery of Council outcomes, you will be expected to work with other teams within Operational In-House Services, other corporate departments and outside agencies.

**CORE COMPETENCIES**

The Council operates a competency framework. It aims to set out the types of behaviour expected at different levels, set against the following criteria:

* Valuing, developing and supporting our people
* Focusing on the customer to improve standards
* Using Information to make decisions
* Planning and Managing resources
* Working as a team

**GENERAL**:

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are identified and implemented made where necessary.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

**Note:** Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all of the duties within the job profile.

**Prepared by**:

**Name:**  Michelle Williams

**Designation:** Assistant Director, Operational In-House Services

**Date:** January 2025

SEFTON METROPOLITAN BOROUGH COUNCIL

PERSON SPECIFICATION

|  |  |  |  |
| --- | --- | --- | --- |
| Service area | Operational In-House Services - Waste Management & Street Cleansing | | |
| POST | Waste Management & Street Cleansing Officer | GRADE | G |
| POST No. | POSN000468 | | |

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| --- | --- | --- |
|  | Essential (E)  or  Desirable (D) | Method of Assessment |
| QUALIFICATIONS | | |
| 1. Supervisory / Leadership Qualification – minimum Level 3 or be willing to study towards   experience to equate to the same level of knowledge. | E | AF/I/C |
| 1. Computer literacy | E | AF/I |
| 1. Evidence of continuous professional development | E | AF/I/C |
| EXPERIENCE | | |
| 1. Experience of supervisory management within a comparable service area, ideally within local government | E | AF/I |
| 1. Experience of developing and supervising teams, including most effective use of resources and assessing performance standards | E | AF/I/P |
| 1. Experience of participating in operational projects e.g. route optimisation | D | AF/I |
| 1. Experience of handling a diverse range of tasks and priorities within a politically sensitive and often pressurised environment | E | AF/I |
| **KNOWLEDGE, SKILLS & ATTRIBUTES** |  |  |
| 1. The ability to provide effective supervisory management in the relevant service areas of the post and contribute to the overall delivery of the services as a member of its leadership team | E | AF/I/P |
| 1. Current understanding and knowledge of relevant legislation, standards and best practice, in the relevant service areas of the post including but not limited to;  * Environmental Protection Act 1990 * Clean Neighbourhoods & Environment Act 2005 * DEFRA’s Code of Practice on Litter & Refuse * Environment Act 2021 * Code of Practice for Safety at Streetworks & Roadworks 2013 | E | AF/I |
| 1. Proven problem solving ability to achieve resolution | E | AF/I |
| 1. Excellent communication and interpersonal skills and the ability to establish and maintain effective working relationships | E | AF/I/P |
| 1. Ability to develop, lead and contribute to effective teams and services to achieve a high level of performance | E | AF/I |
| PERSONAL ATTRIBUTES REQUIRED | Essential (E)  or Desirable (D) | Method of Assessment |
| 1. An inclusive team worker who fosters partnerships, works collaboratively across boundaries, thinking beyond own area of expertise | E | AF |
| 1. Motivated, optimistic and enthusiastic with the ability to respond to challenge and not be discouraged | E | AF/I |
| 1. Customer focussed with a commitment to continuous service improvement | E | AF |
| 1. A role model for others demonstrating a “can do” attitude and promoting positive challenge | E | AF/I |
| 1. Take personal responsibility and accountability for task completion | E | AF |
| 1. Demonstrate and promote openness, trust and respect | E | AF/I |
| **SPECIAL REQUIREMENTS** |  |  |
| Possess a full, current driving licence | E | AF/I/C |
| Ability to work flexibly and to work some weekends as part of a rota to meet the needs of the service | E | AF/I |

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| **KEY** | AF | Application Form |
| **I** | Interview |
| **C** | Certificate |
| **T** | Test |
| **P** | Presentation |