**Assistant HWRC Manager**

**Waste Management**

**Grade: Grade 6 Salary £20,138 - £23,398**

**Location: Mobile (county wide)**

**Staff Responsibility: Yes**

**DBS Clearance: No**

**Qualifications:** Desirable that the post holder will have relevant certificates of competence or equivalent for example Certificate of Technical Competence (COTC) Level 4/Occupational Certificate of Competence (OCC), First Aid at Work or be willing to achieve such competence through training and assessment within six months of being appointed. Experience of working in waste management is essential.

**Role Context Information (this needs to be read in conjunction with the Role Profile G6 and Person Specification):**

Lancashire is the fourth largest local authority in England and covers a huge geographic area and a wide range of communities both urban and rural. Lancashire County Council manages over half a million tonnes of municipal waste each year. The council has a network of waste facilities which includes the direct operation of 15 household waste recycling centres and two waste transfer stations.

Reporting directly to the Senior Site Manager we are seeking to appoint an enthusiastic and progressive candidate to support the Senior Site Manager and the HWRC Managers in the co-ordination and delivery of all aspects of the HWRC service. This will include day-to-day supervision and direction of a small group or team.

Role holders will use their practical and procedural knowledge and judgment to interpret situations and solve problems that arise during the operation of the service. Some problems could be difficult to solve and require advance planning. Role holders will be expected to make decisions as to when and how staff duties are carried out and respond to situations independently of the HWRC Supervisor in the manager's absence.

Delivery of the role will require the post holder to work up to 5 days a week, which will include a requirement to work at weekends and on Bank Holidays. The working days may change from week to week on a rota basis with other equivalent post holders. Rotas may also be changed from time to time (by provision of reasonable notice to the post holder) as required to meet the delivery needs of the service. Any weekend or Bank Holiday working will be paid at enhanced hourly rates in accordance with the Council's employment policies.

Generally duties will include, but may not be limited to, the following:

* Technical reference for a small group or team of staff operating a household waste recycling centre, following working patterns implemented by the HWRC Supervisor(s) and promoting best practice and an efficient and effective recycling service that meets customer service requirements;
* Supervising, directing and assisting HWRC operatives in delivering day to day duties;
* Direct engagement with customers on and off HWRCs, including potentially managing difficult situations or aggressive customers and the handling of customer complaints;
* Assisting with the administration of support systems and processes for the household waste recycling service;
* Undertaking specialized service support activities such as training on systems or work methods for example through face to face tool box talks, in order to support the HWRC Supervisor and the development of the HWRC teams or service;
* Ensuring the household waste recycling centres are kept tidy and compliant with quality, environmental and health & safety standards;
* Providing service and situation specific guidance to internal and external customers;
* Carefully using specialized equipment such as excavators and assisting with the training of others in the use of the specialist equipment;
* Liaison with contractors to ensure compliance with site rules;
* Liaison with outside bodies as required to support the delivery of the service.

We are seeking to appoint a candidate who will be able to deliver these demanding outcomes in challenging, but exciting, times. If you are a motivated and committed team player, with a real desire to make a difference to how we manage our waste in Lancashire, then we look forward to receiving your application.

**Other:**

Lancashire County Council as an equal opportunities employer intends that no job applicant or employee will receive less favourable treatment because of their age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, sex, sexual orientation, race, religion or belief unless this can be objectively justified.

Lancashire County Council has agreed a Code of Conduct and Statement of Ethical Standards that outline the behavioural and ethical standards that must be upheld by its employees and casual workers. If you are appointed, you will be required to accept these provisions on appointment.

All new posts within Lancashire County Council are subject to a six month probationary period.