

**Operations Supervisor**  
**Post reference HO/G6/04**

<b>Grade:</b>	<b>Grade 6</b>
<b>Location:</b>	<b>Based at Farington EEC</b>
<b>Staff Responsibility:</b>	<b>Supervisory only</b>
<b>Qualifications:</b>	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 must be able to demonstrate the ability to achieve competence within a reasonable timescale.

**Essential requirements:**

- Experience of the monitoring or supervision of waste operations.
- Experience of the monitoring and auditing of management systems.
- Good communication skills and the ability to influence staff to ensure operational practices are implemented.
- The ability to solve operational problems using initiative and experience.
- The ability to issue accurate instructions to other members of staff and supervise the delivery of those instructions.
- The ability to lead by example.
- A commitment to provide high levels of customer service.
- A commitment to health and safety.

**Role Context Information:**

The Operations Supervisor will report directly to the Operations Manager.

The role will include the day-to-day supervision and direction of operational staff across all waste operations. Operations supervisors 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. Post holders will be expected to make decisions as to whether operations are carried out in accordance with instructions and intervene where necessary, as well as respond to situations independently in the absence of more senior managers.

The Operations Supervisor will monitor, audit and report on how operational systems are being delivered on facilities and will assist in the implementation of new systems as well as initiatives to improve performance and efficiency.

Part of the role will be assisting the Assistant Operations Manager in delivery of staff related functions at a level consistent with the grade; including the application of disciplinary or sickness policies and the delivery of training activities.

## Context information

In addition the Operations Supervisor will be regularly involved in the direct delivery of operations on sites, routinely carrying out the duties of Site Supervisors and wider operational staff as required.

Typical duties will include the following:

- Being the technical reference for operational staff, following implemented working patterns and promoting best practice and an efficient and effective service that meets customer service requirements.
- Supervising, directing and assisting operational staff in delivering day to day duties.
- The direct delivery of site operations including covering for Site Supervisors and wider operational staff.
- Dealing with customer complaints, queries and enquiries. Direct engagement with customers including potentially managing difficult situations or customers.
- Assisting with the administration, monitoring and auditing of support systems and processes.
- Undertaking service support activities such as training on systems or work methods
- Ensuring that all operational facilities are kept tidy and compliant with quality, environmental and health & safety standards.
- Using specialist 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.
- Supporting the Operations and Assistant Operations Managers in aspects of the delivery of their roles appropriate to the grade of the post.

### **Additional requirements:**

- The post holder will be required to work on Bank Holidays in rota irrespective of whether the Bank Holidays fall on their normal working day.
- The post holder will be required to use an LCC vehicle in relation to their role.
- The post holder will be required to undertake relevant competency qualifications if they don't already hold them, and renew or refresh these as required.
- The post holder will be required to be trained in the operation of any mechanical plant associated with the role.

### **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 behavioral 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.

# Lancashire County Council

## Grade Profile

### Grade Profile (Grade 6)

Applies to all posts at Grade 6

<b>Purpose</b>
To provide general and specific technical support in a relevant professional area or oversee and co-ordinate the provision of a support function or undertake a specialized activity. This may include day-to-day supervision and direction of a group or team.
<b>Scope of Work</b>
Role holders will use practical and procedural knowledge and analytical and judgmental skills to interpret information or situations and solve varied problems some of which may be difficult and require significant advance planning. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently.
<b>Accountabilities/Responsibilities</b>
<ul style="list-style-type: none"><li>▪ The supervision/technical reference for a group or team; or</li><li>▪ Accounting for expenditure from agreed budgets; or</li><li>▪ Overseeing the administration of support systems and processes; or</li><li>▪ Undertaking specialized service support activities; or</li><li>▪ Providing service and situation specific guidance; or</li><li>▪ Using specialized equipment.</li></ul>
<b>Skills, Knowledge and Experience</b>
<ul style="list-style-type: none"><li>▪ Extended experience or the ability to demonstrate the competence to undertake the role.</li><li>▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications or equivalent where applicable.</li><li>▪ Working knowledge of the practices, processes and procedures relevant to the role.</li><li>▪ Skills appropriate to the job discipline.</li></ul> <p>In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>
<b>Performance Indicators</b>
<ul style="list-style-type: none"><li>▪ Completion of tasks to required standards, deadlines and timescales.</li></ul>

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Person Specification (Grade 6)**

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
<b>Qualifications:</b>		
Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable.	E	A
<b>Experience:</b>		
Experience of working with relevant specialised systems, equipment and/or IT or be able to demonstrate the ability to carry out the role.	E	A/I
<b>Knowledge and Skills:</b>		
Working knowledge of the practices, processes and procedures relevant to the role.	E	A/I
Skills appropriate to the job discipline.	E	A/I
Ability to work as member of a team.	E	A/I
Ability to work without close supervision.		
<b>Other (including special requirements)</b>		
1. Commitment to equality and diversity.	E	I
2. Commitment to health and safety.	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others.	E	I