

Job Description Site Manager (HWRCs)

Service:	Waste	Team:	HWRC Operations
Location:	Various		
Salary range:		Grade:	8 (Managerial) 37 Hours
Reports to:	Operations Manager (HWRC)	Staff responsible for:	Yes

Job Purpose

Role Context Information:

The Site Manager will report directly to the Operations Manager (HWRCs) and will manage a team of permanent staff members across two or more operational facilities. Additional casual staff will report to the Site Manager when working on their allocated facilities.

The Site Manager will be responsible for delivering the day to day operation of the council's HWRCs - although assistance across the network of the councils other waste facilities will be required from time to time - ensuring efficient, compliant and safe operations are achieved in line with routine operational standards.

A large focus of this role will be the direct line management of operational staff. This will include dealing with absence, discipline, welfare, training and mentoring. The post-holder will need to be able to routinely apply all council policies in this respect and be able to deal with complex situations and conflicting issues.

The Site Manager will lead on the delivery of operational service improvements in order to achieve performance and financial improvements, motivating staff to deliver the requirements of senior managers.

The Site Manager will routinely cover for other Site Managers and, in the event of the long term absence of another Site Manager or a post vacancy, may, from time to time, be allocated temporary responsibility for facilities not otherwise permanently under their management.

Essential requirements:

- Certificate of Technical Competence (COTC) Level 4/Occupational Certificate of Competence (OCC) - or must achieve competence within 12 months of appointment - relevant to the facility being managed.
- Experience of operational practices and health, safety and quality management systems in an operational setting.
- Excellent communication skills and the ability to train, mentor and motivate staff with varying skills and abilities.
- The ability to deal with, and make decisions in, difficult or challenging situations.
- A desire to lead by example.
- A commitment to provide high levels of customer service.

- An understanding of the legislative framework associated with the delivery of the role.

Accountabilities/Responsibilities

Additional requirements:

Typical duties will include the following:

- Providing the statutory Technically Competent Manager (COTC/OCC Holder) function for the allocated permitted facilities.
- Day to day management of operational staff and the implementation of all related council policies.
- Training, mentoring and motivating staff, monitoring their progression throughout.
- Organising and co-ordinating the work of the team to ensure required service levels and operating standards are achieved.
- Ensuring site staff are sufficiently trained and knowledgeable to deliver these requirements in the Manager's absence.
- Implementation of operational and performance improvement initiatives.
- Ensuring that all facilities are operating in a safe and compliant manner.
- Ensuring operations are compliant with all statutory and legal obligations.
- Ensuring the council policies are fully and effectively implemented and making decisions on their implementation within provided guidelines.
- Providing a technical reference and guidance for the team.
- Dealing with customer complaints, queries and enquiries, often in person, and at times in difficult or challenging situations.
- Monitoring operational contracts and liaising with service providers and external organisations.
- Development, implementation and monitoring of safe systems of work and wider quality management systems.
- Monitoring and ensuring operational spend is in line with expectations.
- Building and sustaining strong and effective relationships with stakeholders
- Providing verbal and written reports and updates on key areas of work to senior managers and other stakeholders.
- Identifying opportunities for improving procedures and processes within the team or wider service area to support the continuous improvement of services.
- Supporting the Operations Manager (HWRCs) in the delivery of aspects of his or her role that are commensurate to the grade of the post

General

- The post holder may be required to work up to one day per calendar month on a weekend or Bank Holiday. Such days will be paid at overtime rates. For the avoidance of doubt this requirement to work is only if it is required and does not guarantee that weekend working or overtime will be routinely or regularly requested, nor should it be relied upon. This is a mandatory requirement and not optional and 1 months notice will be given if required to work.
- The post holder is required to be on call, on an out of hours rota (usually 1 in 9). Additional payments will apply for any additional hours worked. This is a mandatory requirement and not optional.

- This is an Essential Car User post and the post holder is required to hold a valid (Category B) driving licence and have a suitably insured vehicle available for work purposes at all times.
- The post holder may be required to drive a manual LCC vehicle in relation to their role.

Certificate of Technical Competence (COTC)

- The Grade 8 Site Manager (HWRC) is the Technically Competent Manager for the sites within their area of responsibility.
- Where a successful applicant has an up to date relevant COTC, all appointments to the Grade 8 Site Manager (HWRC) posts are conditional on the successful applicant having the up to date COTC and providing documentary evidence to demonstrate this (plus other conditional LCC pre-employment checks).
- Where a successful applicant does not have a relevant COTC, appointments may still be considered and all appointments in this circumstance will be conditional upon the successful applicant committing to successfully achieving the full COTC within a 12 month period from starting in the post (plus other conditional LCC pre-employment checks).
- Where a conditional offer has been made on the basis that the successful applicant commits to successfully achieving the full COTC within a 12 month period from starting in the post, a learning agreement will need to be signed, a training/support plan will be put in place, where required study time will be provided and there will be regular monthly reviews/progress meetings, with a final review prior to the 12 month anniversary date.
- Where a conditional offer has been made on the basis that the successful applicant commits to successfully achieving the full COTC within a 12 month period from starting in the post, if the required progress is not being made during the 12 month period from starting in post or the COTC has not been achieved by the end of the 12 month period from starting in post, continued employment will be considered, which may lead to dismissal from post on the basis that the conditions of appointment have not been achieved.
- The post holder will be required to hold the stated competency qualifications, and renew these as required, continuously whilst within the post.
- The financial cost of achieving and/or maintaining a COTC will be met by the council subject to the terms of a learning agreement.

Learning Agreement

- The learning agreement will, upon successfully attaining a relevant COTC qualification, require the employee to stay in the employment of the council for 12 months from the date of its award, or 6 months from the date of any renewal.
- In the event that the employee leaves the council's employment within these periods the employee will be required to pay a proportion of the cost of attaining the COTC (or its renewal) as set out in the agreement.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Lancashire County Council Grade Profile

Grade Profile – Managerial – (Grade 8)

Applies to all managerial posts at Grade 8

Purpose
Supervises a small team of semi-skilled or part-qualified staff or a larger team engaged in similar work (e.g. specialised administration) to deliver a service meeting well defined, short term deliverables.
Scope of Work
Role holders at this level will be expected to manage the human and financial resources allocated to the team. They must be able to use judgment to deal with daily unforeseen problems with limited guidance, within established procedures. Roles at this level are typically the first level of professional line management in the council. They will generally have freedom to make practical and operational decision making within closely defined policies and procedural guidance.
Accountabilities/Responsibilities
<ul style="list-style-type: none"> ▣ Manage and co-ordinate the work of a team to ensure that council procedures are properly implemented and that outputs are accurately recorded and meet with wider service needs. ▣ Manage the performance of staff, following council policies and procedures e.g. sickness monitoring. ▣ Identify and act upon opportunities for improving procedures and processes within team or work area, to support the continuous improvement of services. ▣ Act as a technical reference for the team, providing guidance on the more complex issues and monitoring adherence to relevant standards. ▣ Train others in the use of specialist equipment, systems or work methods in order to support the development of the team or service. ▣ Manage a small budget, and/or influence decisions about a larger budget, to ensure appropriate resources are available to run the team or work area.
Skills, Knowledge and Experience
<ul style="list-style-type: none"> ▣ GCSE or equivalent plus significant experience of working in a similar role OR part-professional qualification. <p>In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>
Performance Indicators

- Delivery of specified results e.g. outputs, volumes.
- Achievement of short term milestones.
- Quality of partner relationships.
- Budgeted vs. planned expenditure.
- Customer satisfaction (internal or external) and service level measures.
- Work force indicators (turnover, timeliness, absenteeism etc.).

- Projects variance from time/budgets targets.

Lancashire County Council
Person Specification (Grade 8 – Managerial)

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
GCSE or equivalent plus significant experience of working in a similar role	E	A
OR		
Part-professional qualification	E	A
OR		
Specialised skills acquired through significant on the job experience.	E	A
Experience:		
Experience of supervising staff, including ability to delegate and track performance.	E	A/I
Experience of managing budgets and resources.	E	A/I
Knowledge and Skills:		
Comprehensive understanding of the work practices, processes and procedures relevant to the role.	E	A/I
Empathy and sensitivity to the needs of staff.	E	A/I
Good written and verbal communication skills.	E	A/I
Other (including special requirements)		
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