



## Job Description

Service:	Operational Services
Job title:	Recycling Waste Manager
Grade:	G
Hours of work:	37
Responsible to:	Refuse & Recycling Operations Manager
Responsible for	
Direct reports:	30
Indirect reports:	
Budget:	£2.9m

### **Purpose of Post:**

To help lead a highly motivated waste and recycling collection service, that delivers its key objectives in a cost efficient and effective manner.

### **Brief overview of post**

To lead, develop and manage the day to day running of the domestic refuse, recycling, garden waste, bulky waste, collection services, comprising of a team of 30+ staff including both driver/loaders & loaders. To be fully accountable for promoting the services to and engaging with the residents within Huntingdonshire. To be responsible for developing efficient and effective waste and recycling collection rounds, including routes and work programs to meet service standards in accordance with policy, legal compliance and best practice. Reporting on performance; and managing all income streams and expenditure to meet financial targets for the waste and recycling collection service.

**Car Licence & Class 2 HGV licence with DQC – Essential (or be willing to pass HGV within 6 months of recruitment)**

## Key Deliverables:

### Operational Management:

- Provide daily oversight and coordination of domestic refuse, recycling, garden waste, bulky waste, and commercial waste collection services.
- Ensure the effective and efficient deployment of staff, vehicles, and resources to maintain service continuity and performance.
- Proactively identify and resolve operational issues to minimise service disruptions.
- Implement and monitor procedures to improve service efficiency and effectiveness.

### Financial Management & Budgetary Control:

- Take direct responsibility for managing the budget for specific service streams.
- Monitor and forecast financial performance, ensuring the service operates within budget.
- Ensure accurate recharges to other departments for staff and vehicle usage.
- Review and report on financial performance, identifying opportunities for cost savings and efficiency improvements, along with generation of income.

### Performance & Health & Safety Compliance:

- Achieve tonnage targets for domestic waste, garden waste, and recyclable materials.
- Maintain accurate records and ensure legal compliance regarding driving hours, rest periods, driver infringements, and performance monitoring.
- Manage and update digital tachograph systems, telematics, and FTA Vision software to track performance, start and finish times, load data, and contamination issues.
- Conduct crew inspections and gate checks to verify legal compliance and adherence to best practices.
- Manage an internal work inspection regime to assess service delivery against defined quality standards.
- Take necessary corrective actions in response to service failures and implement continuous improvement measures.
- Ensure adherence to all health and safety regulations, aligning with HSE (Health and Safety Executive) guidance.

- Develop strategies to enhance operational efficiency, including route optimisation and resource allocation.
- Monitor and evaluate key performance indicators to drive service improvements.

**Business Systems & Customer Service:**

- Ensure seamless coordination with Fleet Services for vehicle servicing, repairs, and operational availability.
- Manage the process for replacement waste receptacles, including ordering and stock control for bins, sacks & PPE.
- Handle customer inquiries and complaints effectively, ensuring prompt resolution.

**Human Resources & Workforce Development:**

- Manage all HR-related matters, including recruitment, disciplinaries, redundancies, absence and performance management.
- Ensure compliance with council policies and employment regulations.
- Lead regular team meetings to ensure staff (including agency workers) are informed about operational changes and performance expectations.
- Develop and deliver training programs, including toolbox talks on health and safety, manual handling, and operational procedures.

**Strategic & Cross-Departmental Collaboration:**

- Serve as a key member of the Waste Management Team, contributing to strategic planning and decision-making.
- Participate in cross-departmental initiatives and improvement projects to enhance council-wide services. To work closely with internal teams to plan, allocate resources, and execute specific projects (e.g., elections, WEEE collections, and other initiatives).
- Provide advice on waste management matters to support policy development and service enhancements.

<p><b>Knowledge and Qualifications</b></p>	<p>City &amp; Guilds (or Wamitab) Level 3 Diploma for waste - Desirable</p> <p>ILM leadership management level 5 (or equivalent)</p> <p>Demonstrable knowledge of legislation for Waste and Recycling in England</p> <p>Health &amp; Safety qualifications either IOSH/NEBOSH - Desirable</p> <p>A current Driving Licence is essential to be able to oversee the delivery of services across the district and to attend meetings with residents and other organisations as required as part of the external facing duties.</p> <p><b>Class 2 HGV licence with DQC – Essential (or be willing to pass HGV within 6 months of recruitment)</b></p>
<p><b>Experience</b></p>	<p>Previous experience of leading and developing a large workforce.</p> <p>Experience of managing the HR requirements associated with managing large teams, holidays, sickness, working time directive etc.</p> <p>Minimum of three years' experience of delivering excellent customer service including resolving complaints</p> <p>Demonstrable experience of working in a busy high-pressure environment.</p> <p>Computer literate with extensive experience of using MS office packages along with bespoke software.</p>
<p><b>Skills and Abilities</b></p>	<p>Clear and concise written and spoken communication skills.</p> <p>Ability to present written information in a structured and balanced way appropriate to the needs of the reader.</p> <p>Confident in holding regular team meetings.</p> <p>Positive 'Can Do' approach and willing to go that extra mile.</p>

	<p>Willing to travel and occasionally work unsocial hours.</p> <p>A good team worker demonstrating loyalty and commitment to the organisation and team members</p> <p>Strong Leader that leads by example.</p> <p>Confident negotiator</p> <p>Proactive and self-motivating.</p> <p>Demonstrate the ICARE values daily.</p> <p>Strong analytical skills, with ability to examine and solve problems.</p> <p>This post will contribute to.</p> <ul style="list-style-type: none"> <li>• An organisation which is lead with clarity of direction and purpose.</li> <li>• An organisation which acts and behaves in accordance with its stated aims and objection.</li> <li>• An organisation with positive and constructive relationship between staff, politicians, customers, partners, and stakeholders.</li> <li>• An organisation where staff is lead and managed with integrity, allowing them to perform to their maximum potential for the organisation.</li> <li>• An organisation where strong individual and organisational performance is expected and delivered.</li> </ul>
<p><b>Decision Making and Impact on Others</b></p>	<p><b>Their team:</b> A wrong decision (e.g., equipment selection, staff deployment and work prioritisation/specification) could result in part or all a waste service stream of the Council not being completed or delivered.</p> <p><b>Other teams in the same service area:</b> There can be consequential impacts of a wrong decision that may result in further service failures in other waste service streams because of a need to consequently redeploy resources between service streams.</p>

	<p><b>Other services in the job holder’s Division:</b> There can be consequential impacts of a wrong decision that may result in further service failures in other frontline services of Operational Service that have direct interdependencies on service activities managed by the postholder, (e.g., collection spillages creating work for street cleansing; failure to manage driver behaviour creating increased levels of worker repair etc.).</p> <p><b>Other Divisions:</b> There can be consequential impacts of a wrong decision that may result in further service failures in other frontline services that have direct interdependencies on service activities managed by the postholder, (e.g., failure to collect waste from Council buildings, failure to promptly clear fly tipping from open spaces etc.).</p> <p><b>The whole Council:</b> The postholder’s have the day-to-day operational management responsibility for a key frontline service streams of the Council that has high visibility and impact on all residents therefore service failures fundamentally arising from a wrong decision significantly impact on the reputation and standing of the Council.</p> <ul style="list-style-type: none"> <li>• The health, safety, and welfare of members of staff: A wrong decision could result in members of staff being put at risk due to the environment they are working in becoming unsafe.</li> <li>• The health, safety and welfare of customers or members of the public: A wrong decision could result in a member of the public or customer being put at risk due to their immediate environment becoming unsafe.</li> </ul>
<p><b>Communication with Internal and External Customers</b></p>	<p><b>Example:</b> Predominantly internal customers – high visibility with members of the public</p> <p>Where is the focus of this role in their team, other teams or across the council?</p> <p>Internal customer contact _80_% External customer contact _20_%</p>

<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

**Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.