**Job Description**

**Waste & Cleansing Operations Manager – Environment**   
  
**Role Profile** Leadership Band K  
**Service/Team** Neighbourhood Services   
**Reports to** Waste & Cleansing Services Manager  
**Number of posts** 1

**Responsible for** 12 supervisors

**Job Overview**

**Strategic vision**

Under the general direction of the Waste & Cleansing Services Manager lead and manage the waste collection and cleansing teams to improve the quality of life of the people of BCP.

Responsible for supporting the design and delivery of the of waste collection and cleansing service across BCP.

Lead the waste collection and cleansing service with the aim of providing a high-quality integrated service to meet BCP’s objectives by maximising the potential of people and delivering value for money for our residents.

Act as an advocate for the residents and communities of BCP; ensuring that their voice is heard and considered when developing strategies and delivering outcomes.

**Specific accountabilities**

* Manage the development, alignment and execution of key Waste Collection and Cleansing services for BCP Council
* Keep continually updated with all new government and industry legislation and best practice to implement changes when required to ensure the compliance of BCP Council
* Keep continually updated with all new initiatives within the industry and modern technology
* Represent the Environment Service Unit at internal meetings and external networks to support learning, provide advice and expertise in relation to Waste Collection and Cleansing activities
* Input and support the development of commercial opportunities in order to maximise income and support the strategic aspirations
* Support the development of bid submissions for BCP Council
* Contribute (making use of data analysis) to the formulation and development of service wide strategic and operational policies for Waste Collection and Cleansing.
* Develop new working methods and practices, implement change and use meaningful measures of performance that are robust to inform service reviews.
* Within area of responsibility support Senior Officer liaison to develop and implement key waste collection activities
* Manage agency and subcontractors as necessary to deliver quality and value for money for the service.
* Manage allocated budgets within delegated authority and the Council’s financial regulations
* When necessary, represent the service and the council in multi-agency forums, working parties, local, regional and national bodies to contribute to the exchange of information and the promotion of best practice.
* Be responsible for staff health and safety and ensure teams comply with statutory requirements, such as the Health and Safety at Work Act and GDPR legislation.
* Be responsible for the recruitment, management, development, wellbeing, of staff in the service to enable high standards of performance and customer service and ensure that appropriate workforce planning and performance management is in place to enable effective service delivery.
* To set the culture within waste collection and cleansing service area and ensure that the organisations vision, values and behaviours are embedded.
* Ability to resolve contentious issues when they arise using persuasion and negotiation skills.
* Ensure all governance and compliance processes are followed and implemented in a timely manner

**Specific Qualifications and Experience**

* Degree in a relevant subject or be able to demonstrate equivalent knowledge, skills and proven experience in the management of Waste Collection and Cleansing activities.
* Qualification in Management or proven experience
* IOSH Managing Safely qualification or equivalent.
* Certificate of Technical Competence (COTC)
* Experience of operational management for a service within a large and complex organisation
* Experience of leading high profile innovative projects which have a wide-ranging impact and reputational risk for the council
* Well developed & authoritative knowledge of the local and national work practices, processes and procedures (including legal and regulatory requirements and the risks of non-compliance) in relation to Waste Collection and Cleansing activities.