



LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION
DEPARTMENT
JOB DESCRIPTION

POST TITLE: Waste Operations Manager

Grade: MGC

DIVISION/SECTION: Waste Operations, Street Management

Location: Garth Road Depot, Amenity Way

Responsible to: Head of Street Management

Post number:

date: January 2007

MAIN PURPOSE

1. To be the Council's lead officer for waste operations including domestic and commercial refuse and recycling collection services, clinical waste collection, street cleansing, pest control services and day to day management of the re-use and recycling sites.
2. To be accountable to the Head of Street Management for the management of the Waste Operations Team and ensure that all its services are cost effective and delivered to the highest possible standards
3. As a cost centre manager ensure effective financial management for waste operations activities
4. To achieve high levels of communication and staff motivation through an open and responsive management style consistent with the principles of Investors In People
5. To ensure that waste operations activities are developed in a way that is responsive to the needs of residents, businesses and service users and involves their engagement and participation

6. To make a proactive contribution to the Street Management Division and the Environment and Regeneration department

MAIN DUTIES AND RESPONSIBILITIES

1. To ensure the effective and efficient provision of a comprehensive range of waste operations activities including the following
 - Domestic and commercial refuse and recycling collections including bulky waste
 - Clinical and other specialist waste collection
 - Street cleansing including street sweeping, gully cleansing, graffiti removal and fly tip removal
 - Management of the reuse and recycling centres
 - Pest control
 - Any other services which are allocated from time to time eg winter maintenance
2. To develop, establish and maintain strategies for the delivery and improvement of above services in line with good practice, Council policies and budgetary constraints and to develop the service arrangements to reflect changes in legislation and other relevant factors
3. To provide regular reports to the Head of Street Management regarding the performance of the Waste Operations team and any other relevant issues, to contribute to the overall management of the division and deputise for the head of service as required.
4. To be the Council's expert advisor on waste operations ensuring high professional standards within the section, providing good quality timely advice to senior managers, responding to relevant government agencies and professional bodies and representing the Council at meetings with external bodies.
5. To lead and manage the staff in the Waste Operations group effectively including recruitment, performance management, sickness monitoring, training and communication and managing workload to take into account Council priorities
6. To work in partnership with a range of organisations including the Environment Agency, DEFRA, Greater London Authority, other boroughs and with other Merton teams including Waste Services and Highways and Engineering, and Environmental Quality & Enforcement.
7. To be a cost centre manager, including preparing resources and performance reviews, detailed budget plans and undertaking budget management for all for Waste Operations cost centres

8. To take the lead in preparing tender or bid submissions for waste operations services and other appropriate contracts to meet the requirements of the client/funding organisation, including the determination of all employee, plant and equipment requirements and the costing and pricing of the submission.
9. To take the lead in developing, establishing and maintaining arrangements for emergency situations within waste operations services ensuring that they are dealt with safely and effectively and contributing to the execution of the Council's major incident plan
10. From time to time take the lead or contribute to cross divisional, departmental or corporate projects
11. In liaison with the IT team develop, implement and use information systems to enable efficient and effective service delivery
12. To engender good officer/councillor relations and in particular keep councillors informed on relevant service issues, prepare reports and recommendations for council Overview and Scrutiny Panels and decision makers, present reports and offer advice to elected members
13. To ensure that all correspondence – including e-mail, is prepared in accordance with Departmental policy and corporate targets
14. To carry out all duties and responsibilities in accordance with the Council's Equal Opportunities and Customer Care policies and practices and take a proactive role in their development and implementation
15. To ensure that all staff in the section are aware of and follow corporate and departmental health and safety policies and procedures
16. To carry out any other duties appropriate to the grading of the post



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PERSON SPECIFICATION

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	Person Specification Criteria	Application Form	Interview	Other
	Knowledge			
1.	Waste Management Legislation and Regulations	Yes	Yes	
2.	Pest Control Legislation and Regulations	Yes	Yes	
3.	Principles of Best Value for public services		Yes	
4.	Principles of Investors in People		Yes	
	Skill			
5.	Communicate clearly and effectively to a range of audiences	Yes	Yes	Assessment Centre
6.	Quickly analyse and interpret complex written, numerical and financial information			Assessment Centre
7.	Work appropriately and effectively with colleagues and elected members within the authority		Yes	
	Aptitude			
8.	Collaborative working (with external partners and cross-team)		Yes	
9.	Lead cross-departmental project teams		Yes	
10.	Manage activities related to personal experience		Yes	
	Experience			
11.	Service improvement design and implementation	Yes	Yes	Yes
12.	Leading projects or programmes of work successfully in a relevant field	Yes	Yes	
13.	Managing and motivating a large team	Yes	Yes	Assessment Centre
14.	Formulating operational strategy/ policy	Yes	Yes	Assessment Centre
15.	Performance management	Yes	Yes	Assessment Centre

16.	Procurement/ tendering for contracts	Yes	Yes	
17.	Undertaking contract management	Yes	Yes	
18.	Financial management	Yes	Yes	
19.	Health and Safety relating to waste operations activities	Yes	Yes	
	Special Requirements			
20.	Availability to work outside normal office hours			