

Delivery Manager – Waste Operations Manager (Tier 4a)

Delivery Manager – Waste Operations

Directorate: Service area:	Communities Waste and Environment
Accountable to:	Strategy and Commissioning Manager – Waste and Environment
Accountable for:	Overall responsibility for waste operations including staffing of approximately 60 FTEs Line management responsibility for 3 FTEs and other staff as specified by the Strategy and Commissioning Manager External and internal budgets as specified by the Strategy and Commissioning Manager
Politically restricted post	Yes
Delivery teams:	Waste Operations

Context

You will play an active role as part of the Waste and Environment Team working in partnership with our Commissioning Team Leaders to innovate our service delivery capabilities.

You will support the Strategy and Commissioning Manager and other Managers and staff in achieving our organisational vision and outcomes.

You will manage your teams to meet the outcomes of the service delivery plan and other plans and strategies applicable in Waste Management. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

Specific role assignment

Delivery responsibilities	Lead and manage the Councils waste operations <ul style="list-style-type: none">• Lead, manage & motivate staff delivering the Councils waste operations including Team Leaders, Supervisors and site staff.• Deliver the aims and objectives of Warwickshire's Municipal Waste Management Strategy and other plans and strategies that require waste operations.• Lead on operational partnership working at a County and sub-regional level and assist with strategic partnerships.• Deputise for the Strategy and Commissioning Manager as required.
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	<ul style="list-style-type: none"> • Keep abreast of service developments and implement improvement programs. • Deliver the HWRC improvement plan. • Review and benchmark performance data and use this and other management information to develop and implement continuous improvement. • Maximise reuse, recycling, composting and energy recovery in waste operations. • Deliver a high level of customer service at the HWRCs (Household Waste Recycling Centres) and across all waste operations. • Oversee recruitment and training and development of operational staff is carried out to ensure suitably qualified and experienced members of staff are in place to deliver waste operations. • Ensure due diligence visits to relevant end-use sites are carried out on a rolling programme. • Keep up to date with the waste markets, other local authorities and waste contractors and to share and use this information appropriately. • Maximise commercial opportunities to drive service improvement and value for money and income. • To provide sensitive responses to requests from MPs, Members, other agencies/ stakeholders and members of the public. • Support procurement activities and to lead projects as required. • Embrace and demonstrate the Councils Values and Behaviours. • Work across the Council to deliver the Council Plan including our commitments on Climate change.
Key business measures	<p>% of Household Waste recycled or composted</p> <p>% of Household Waste recycled or composted at the HWRCs</p> <p>Kg of Residual Waste per Household</p> <p>Kg of Total Household Waste per Household</p> <p>Tonnes of carbon emitted from waste operations</p> <p>Other indicators and measures as appropriate</p>
Statutory responsibilities <i>(if applicable)</i>	<p>To assist in the delivery the statutory responsibilities of the Council as a Waste Disposal Authority</p> <p>To ensure the Council complies with all relevant statutory or regulatory requirements</p>

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Specific experience	<ul style="list-style-type: none"> • At least 5 years' experience of leading and managing teams in a similar outward facing and demanding environment. • At least 5 years' experience of managing significant budgets. • Comprehensive understanding and experience of working with waste management legislation and regulations. • Comprehensive understanding and experience of all aspects of waste service delivery both directly and through contracts. • Experience of collaborating and working successfully with a variety of partners. • Ability to provide high quality customer service; deal calmly with challenging people either by telephone or face to face. • Experience of solving complex operational issues and having a solution-oriented approach to manage risk appropriately. • Evidence and experience of leading successful improvement and change programs.
Specific qualifications/and registration	<p>Educated to degree level or equivalent in a relevant discipline</p> <p>COTC qualified to manage the waste operations delivered by the Council</p> <p>Member of the CWIM</p>
Budget responsibility	<p>Management of waste operational budgets of approximately £7m</p>
FTE responsibility (line management)	<p>Line management responsibility for 3 FTEs and other staff as specified by the Strategy and Commissioning Manager</p> <p>Overall responsibility for waste operations staffing of approximately 60 FTEs</p>
Key stakeholder relationships	<p>Key operational partner with district and borough councils including through the Warwickshire Waste Partnership operations group.</p> <p>Professional relationship with the Portfolio Holder for Environment and Heritage & Culture, other members and senior officers as required.</p> <p>Professional partner relationship with other councils, contractors, third sector organisations and government agencies.</p> <p>Professional partner relationship with commissioning and delivery manager colleagues across the Council and any other internal</p>

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	stakeholder as required.
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Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none">• Deliver in year service plan (1 year)• Effective contract and supplier management• Meet budget, savings and income targets

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none">• Statutory compliance• Professional practice• Procedure compliance

- Execute the statutory or regulatory duties are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none">• Deliver operational performance objectives• Manage the workforce• Deliver continuous improvement plans

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none">• Workforce development• Workforce planning

- Recruit and ensure effective onboarding of team members

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- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none">• Monitors the service performance framework• Effective service design

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none">• Deals with performance issues• Maintains business continuity• Role model of how we work principles

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be

Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

