



## Job description and employee specification

<b>Job title:</b>	Operation Supervisor	<b>Location:</b>	Based at Hempsted – Cover all 5 HRC's across Gloucestershire
<b>Reports to:</b>	Operations Manager	<b>Working hours:</b>	4 on 4 off shift pattern Annualised hours 10 hour days
<b>Job number:</b>	TBC	<b>Salary grade:</b>	F £36,155 - £37,182 this includes 5% shift allowance
<b>Supervises:</b>	Operational Work force		
<b>Main purpose of the job:</b>	Reporting to the Operations Manager, the person will oversee the day-to-day activities of the operational workforce, covering all aspects of waste management, Household recycling centres, health and safety, transport, compliance and routine admin duties.		
<b>Key duties and responsibilities:</b>	<p><b>This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes.</b></p> <p><b>This is what we need you to do:</b></p> <ul style="list-style-type: none"> <li>• To contribute to the daily management of services ensuring tasks are resourced and completed as scheduled.</li> <li>• To contribute to the effective management of sickness absence, conducting and recording return to work interviews and taking appropriate action in accordance with the company's policies and procedures.</li> <li>• To investigate reports and complaints of misbehaviour and/or negligence and take appropriate action in accordance with the company's policies and procedures, including the presentation of evidence at formal disciplinary hearings and employment tribunals.</li> <li>• To provide operational and health &amp; safety training to employees and temporary employees (bin lifts, reversing assistant, safe operation of plant and equipment).</li> <li>• To assist and support the operatives under your direction, taking a hands-on approach where necessary or where directed by the Operations Manager, and to ensure that effective communication takes place throughout the Division</li> <li>• To contribute to the efficient and effective management of health and safety in accordance with the company's corporate Health &amp; Safety Policy and in particular to complete and record risk assessments and develop SSW.</li> <li>• To ensure that company communications (briefings, newsletters, key messages) and other relevant information is disseminated throughout the organisation.</li> <li>• To order temporary agency employees within limits set by the Operations Manager and ensure they are effectively, efficiently and safely deployed on approved operations.</li> <li>• Assist the Operations Manager in the management and security of all stock goods and materials including the receipt and handling of goods inwards and stock issues.</li> <li>• To ensure personal compliance with the Data Protection</li> <li>• To implement and comply with all aspects of the corporate health, safety and welfare policy. Ensure the safe working of operatives and sub-contractors, recording and investigating any breaches or incidents and carrying out and documenting risk assessments as appropriate.</li> <li>• To carry out any other duties that may be required commensurate with the general level of responsibility for the post.</li> </ul>		



	<ul style="list-style-type: none"> <li>• Plan, organise and control programmes of works and ad-hoc service requests for waste and recycling, street cleaning, grounds maintenance and other services.</li> <li>• To investigate incidents and service breakdowns as soon as they occur and take remedial action as soon as possible.</li> </ul> <p><b>All employees of Ubico are also expected to:</b></p> <ul style="list-style-type: none"> <li>• Work to add value to, and be a valued member of, the team and to be valued by customers.</li> <li>• Comply with the organisation's health and safety policies and safe systems of working.</li> <li>• Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation.</li> <li>• Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation.</li> <li>• <b>Be committed to and demonstrate the values of the organisation which are to:</b> <ul style="list-style-type: none"> <li>• <b>Deliver quality</b> – what we do, we do well.</li> <li>• <b>Be safe</b> – look out for yourself and others.</li> <li>• <b>Do the right thing</b> – make good decisions and treat people with respect.</li> <li>• <b>Care for our environment</b> – protect where we live and work. Strive to be cleaner and greener.</li> <li>• <b>Work together</b> – communicate well and help each other.</li> </ul> </li> </ul>
<p><b>Essential requirements - qualifications, skills, abilities, knowledge and experience:</b></p>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Full driving licence to be able to drive a range of vehicles up to and including 3.5 tonnes gross weight</li> <li>• GCSEs (5 A-Cs or equivalent, including Maths and English)</li> </ul> <p><b>Knowledge and experience</b></p> <ul style="list-style-type: none"> <li>• Experience in office environment / similar or related role</li> <li>• Experience of managing a team</li> <li>• Comfortable with working on a shift basis if needed.</li> </ul> <p><b>Skills and abilities</b></p> <ul style="list-style-type: none"> <li>• Be prepared to work outdoors in all weather conditions</li> <li>• Ability to read and follow basic information/instructions</li> <li>• Ability to work as part of a team and deal with customers, colleagues and management in a courteous, helpful and friendly manner</li> <li>• Ability to use initiative and work with minimum supervision</li> <li>• Good level of IT skills - MS Office</li> <li>• Excellent verbal and written communication skills – presentation skills</li> <li>• Good organisational skills</li> <li>• Numerical/ budget management skills to control daily services</li> <li>• Production of quality data report reports to shape future service needs</li> <li>• Problem solving skills</li> <li>• Is proactive/self-motivated</li> <li>• Prioritises and meets tight deadlines; achieves results and maintains composure under pressure</li> </ul>



	<ul style="list-style-type: none"> <li>• Works together with employees, colleagues and customers to resolve problems and implement change initiatives</li> <li>• Leadership skills – ability to coach and mentor employees</li> <li>• Good interpersonal skills – able to build relationships and manage conflict</li> </ul>	
<b>Desirable requirements - qualifications, skills, abilities and experience:</b>	<ul style="list-style-type: none"> <li>• Driver CPC or CPC management qualification</li> <li>• COTC holder</li> <li>• Degree or equivalent in waste management or environmental studies</li> <li>• LGV License class 2 or better</li> <li>• IOSH certified in health and safety</li> </ul>	
<b>Special conditions:</b>	<ul style="list-style-type: none"> <li>• The role is a 4 on 4 off shift pattern and includes working weekends and bank holidays.</li> <li>• There may be a requirement to work at other locations to meet the needs of the business.</li> <li>• Expected to work reasonable additional hours in line with the needs of the service</li> <li>• A van for is supplied during your working day.</li> <li>• Must be able to work on out of hours standby service for which additional pay will be awarded</li> </ul>	
<b>Date created:</b>	<b>June 2022</b>	
<b>Date reviewed:</b>	<b>September 2025</b>	
<b>Created/reviewed by:</b>	<b>Name: David Jones</b>	<b>Job title: HRC Operations Manager</b>

