



Job description and employee specification

Job title:	Operational Supervisor	Location:	Packer Leaze, South Cerney
Reports to:	Operational	Working hours:	37 per week
Job number:	TBC	Salary grade:	F
Supervises:	Site Operatives		
Main purpose of the job:	To assist staff in undertaking street cleaning and grounds maintenance operations, demonstrating a high-level of care. Provide guidance and instruction to site operatives ensuring compliance with relevant Health and Safety, Legal and Contractual obligations within		
Key duties and responsibilities:	This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes. This is what we need you to do: • Ensure operations are carried out in a safe, efficient and cost-effective manner • Supervise multiple teams • Ensure the company Health & Safety and Environmental Policies are complied with at all times • The collection/completion of operational records/paperwork/tickets as required • Undertake crew audits/inspections/briefings as required • Use the performance review system to set annual objectives for direct reports • Review progress on objectives periodically • Perform annual review • Act as first line manager and people manager for site operatives and collection operatives • Organise work schedules to ensure appropriate staff numbers are available • Check and sign off time sheets • Assist with the supervision of other departments including waste collection • Any other duties which could be reasonably expected of you in accordance with the grading of the job All employees of Ubico are also expected to: • Work to add value to, and be a valued member of, the team and to be valued by customers. • Comply with the organisation's health and safety policies and safe systems of working. • Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation. • 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. Be committed to and demonstrate the values of the organisation which are to: ☐ Deliver quality – what we do, we do well.		



	□ Be safe – look out for yourself and others. □ Do the right thing – make good decisions and treat people with respect. □ Care for our environment – protect where we live and work. Strive to be cleaner and greener. □ Work together – communicate well and help each other.
Essential requirements - qualifications, skills, abilities, knowledge and experience:	Qualifications • Full driving licence to be able to drive a range of vehicles up to and including 3.5 tonnes gross weight GCSEs (5 A-Cs or equivalent, including Maths and English) Knowledge and experience • Experience working in an environmental services organisation • Experience of managing a team Skills and abilities • Be prepared to work outdoors in all weather conditions • Flexible approach to working hours and tasks allocated • Ability to read and follow basic information/instructions • Ability to work as part of a team and deal with customers, colleagues and management in a courteous, helpful and friendly manner • Ability to use initiative and work with minimum supervision • Good level of IT skills - MS Office, FTA and mobile applications • Excellent verbal and written communication skills – presentation skills • Good organisational skills • Numerical/ budget management skills • Production of reports • Problem solving skills • Is proactive/self-motivated • Prioritises and meets tight deadlines; achieves results and maintains composure under pressure • Works together with employees, colleagues and customers to resolve problems and implement change initiatives • Leadership skills – ability to coach and mentor employees • Good interpersonal skills – able to build relationships and manage conflict
Desirable requirements - qualifications, skills, abilities and experience:	• Safety awareness certified • Experience of working in the waste industry • Relevant professional qualification
Special conditions:	• There may be a requirement to work at other locations to meet the needs of the business.



	Expected to work reasonable additional hours in line with the needs of the	
	service	
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Created/reviewed by:	Name: Tony Hunter	Job title: Operations Manager

