Job description and employee specification

Job title:	Operation Supervisor	**Location:**	Wiltshire
Reports to:	(Operations Manager)	**Working hours:**	37
Job number:	TBC	**Salary grade:**	F
Supervises:	Frontline employees		
Main purpose of the job:	Reporting to the operations manager, the person will oversee the day to day activities of the operational workforce, covering all aspects of waste management, health and safety, compliance and routine admin duties.		
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:** • To authorise employee timesheets and temporary agency timesheets with specified limits of authority. • 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. • 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. • To provide operational and health & safety training to employees and temporary employees (bin lifts, reversing assistant, safe operation of plant and equipment). • To assist and support the operatives under your direction, taking a hands on approach where necessary or where directed by the Operational Manager, and to ensure that effective communication takes place throughout the Division • To contribute to the efficient and effective management of health and safety in accordance with the company's corporate Health & Safety Policy and in particular to complete and record risk assessments and develop SSW. • To ensure that company communications (briefings, newsletters, key messages) and other relevant information is disseminated throughout the organisation. • To order temporary agency employees within limits set by the Operations Manager and ensure they are effectively, efficiently and safely deployed on approved operations. • 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. • To ensure personal compliance with the Data Protection • 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. • To carry out any other duties that may be required commensurate with the general level of responsibility for the post.		

	• Plan, organise and control programmes of works and ad-hoc service requests for waste and recycling, street cleaning, grounds maintenance and other services. • To investigate incidents and service breakdowns as soon as they occur and take remedial action as soon as possible. **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 **Knowledge and experience** • Experience in office environment / similar or related role • Experience of managing a team • Comfortable with working on a shift basis **Skills and abilities** • Be prepared to work outdoors in all weather conditions • 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 • Excellent verbal and written communication skills – presentation skills • Good organisational skills • Numerical/ budget management skills to control daily services • Production of quality data report reports to shape future service needs • 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:	• Transport Manager CPC • COTC holder • Degree or equivalent in waste management or environmental studies • LGV License class 2 or better • IOSH / Nebosh certified in health and safety	
Special conditions:	• There may be a requirement to work at other locations to meet the needs of the business for which the cost of travelling will be reimbursed • Expected to work reasonable additional hours in line with the needs of the service (Saturdays after Bank Holidays etc.) • May be required to work on out of hours standby service for which additional pay will be awarded	
Date created:		
Date reviewed:		
Created/reviewed by:	**Name: Martin Fennell**	**Job title: Operations manager**

