

# Job description

Job title:	Supervisor
Grade:	Dorset Council Grade 10
Job evaluation reference:	NE222
Job family:	Natural Environment

This job description applies to posts in Waste Services and Dorset Travel.

## Purpose and impact

1. Supervisors are based at a single depot location but are required to be interchangeable to cover and provide support as required at other depots across the full Dorset Council area.
2. **Waste Services only:** Supervising and co-ordinating the day-to-day activities of operational staff and vehicles to deliver domestic, commercial and garden waste services, street cleansing and related commercial services, and waste transfer as provided by the Waste Services.
3. **Dorset Travel only:** Supervising and co-ordinating the day-to-day activities of operational staff and vehicles to deliver Care Dorset Adult transport and SEND and mainstream home to school transport in accordance with DC Home to School policy.

## Key responsibilities

4. Responsibility for maintaining a safe working environment and effective delivery of a waste collection / Dorset Travel service in a pre-defined area.
5. Ensure statutory obligations for waste refuse collection, recycling and street cleansing / scheduled Dorset Travel routes are carried out in an efficient and timely manner – supervising and co-ordinating operational staff to cover both emergency and planned work.
6. Monitoring of the daily progress and standards of the service work schedules by supervision and accurate record keeping.
7. Working alongside the Waste Operations Manager / Dorset Travel Service Manager to ensure waste collection services / Dorset Travel routes are provided to a high standard in line with service level agreements on a daily basis.
8. Working with support teams such as HR and H&S to effectively implement and review people processes and procedures including appraisals and informal stages of absence management disciplinary and grievance.
9. Arrange agency/temporary workers via agency contracts or DC approved contractors.
10. Arrange overtime requirements and reduce any excessive overtime.
11. Ensure that all operational staff comply with Health & Safety working requirements and practices at all times. Assist the Safety & Training Officer to provide any relevant training requirements.
12. To assist in the compliance of vehicle O-Licence requirements (Waste Services only) / Section 19 requirements (Dorset Travel only): driver's hours, record keeping, pre-use/defect reporting, cleansing and maintenance schedules. Liaise with transport staff on all transport related matters.
13. **Waste Services only:** To manage route/trade schedules and weighbridge tickets.
14. Ensure customer service levels are met, including resolving complex complaints, which may require liaison with members, officers, external authorities and bodies on behalf of the Waste Services or Dorset Travel.



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15. Working alongside the Waste Operations Manager / Dorset Travel Service Manager to analyse overall performance of the depot; reviewing work practices and schedules and suggesting developments which could reduce operational costs and improve service delivery.
16. Planning for any service disruptions caused by major incident or event.
17. To provide information to Waste Operations Manager / Dorset Travel Service Manager relating to overall performance of depot as required.
18. **Waste Services only:** Inspection and assessment of street cleanliness, bring banks and public areas, using specified knowledge to direct cleansing operations.
19. Monitoring crew/drivers' performance and ensuring compliance with Health and Safety.
20. To ensure that Depots are kept in a safe, clean and tidy condition; and (for Waste Services only) where applicable, ensure the day-to-day operations comply with the Waste Transfer Licence.
21. Ensuring all vehicles are compliant with services and inspections.
22. To participate in project tasks as designated by the Waste Operations Manager / Dorset Travel Service Manager.
23. Depot security – the postholder will be the key holder for gate keys and fuel storage.
24. Any other lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### Supervision and management

25. Reporting to: Waste Operations Manager / Dorset Travel Service Manager
26. Responsibility for: Supervision and co-ordination of 50+ staff with day-to-day management of the Operational workforce, including: Dorset Travel drivers/casual drivers; or Waste and Cleansing staff (temporary, seasonal and agency staff). Responsibilities include: annual leave arrangements, daily rosters, appraisals, recruitment, performance management, attendance monitoring and reporting and dealing with minor disciplinary issues.

### Other factors

27. The post holder will be responsible for accounting for all Depot equipment, a mobile phone, a digital camera, satellite navigation devices and IT equipment.
28. This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the Council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.
29. This is a mainly office-based role with some time outdoors in a depot environment and working with vehicles. On some days there would be limited exposure to all weather conditions, traffic conditions, hazards connected to exposure to dirt, dust and noise. May involve handling of chemicals and contact with unknown substances and materials but on an infrequent basis. Contact with the public with risk of challenge or abusive behaviour. The post requires driving with occasional walking, standing, bending and lifting.



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30. Changing environment with the need to identify and resolve service issues related to: vehicle breakdowns, staff absence/shortage, public complaints, emergency works, weather conditions and where applicable demands of highways/police/other authorities.
31. **Dorset Travel only:** An Enhanced DBS (Adults and Children) is required.

### **Our behaviours**

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



# Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

## Essential

Essential criteria are the minimum requirement for the above post.

<b>Qualifications/ training/registrations</b>	
Required by law, and/or essential to the performance of the role	
1.	Good literacy and numeracy skills
2.	Computer literate with good ICT skills and experience
3.	Full driving licence
<b>Experience</b>	
4.	Previous supervisory role
5.	Experience of coordinating work programmes
6.	Experience of working in a manual laboured environment
7.	Experience of dealing with customers
<b>Skills, abilities &amp; knowledge</b>	
8.	Reasonable knowledge and experience within area of responsibility
9.	Awareness of management procedures and requirements
10.	<b>Waste Services only:</b> Knowledge of relevant standards, and techniques in waste management
11.	<b>Dorset Travel only:</b> Client risk assessments including wheelchairs property access
12.	Knowledge of health and safety and/or other regulations
13.	Knowledge of HR processes and procedure
14.	Knowledge of Administration including work scheduling and accurate record keeping
15.	Good communication skills with the ability to communicate with people at all levels
16.	Good customer care skills
17.	Able to deal with conflicting priorities
18.	Able to work within a pressured environment, evaluate problems and provide effective solutions to deadline
19.	Systematic and well organised
<b>Behaviours</b>	
20.	<a href="#">Respect</a>
21.	<a href="#">Responsibility</a>
22.	<a href="#">Recognition</a>
23.	<a href="#">One Team: Collaboration</a>
<b>Other</b>	
24.	Ability to fulfil travel requirements of the position
25.	Prepared to work in all weather conditions
26.	Willingness to work out of hours if required
27.	<b>Dorset Travel only:</b> An Enhanced DBS (Adults and Children) is required



# Person specification

## Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

<b>Qualifications/ training/registrations</b>	
28.	Management or supervisory qualification
29.	<b>Waste Services only:</b> HGV Licence
30.	<b>Dorset Travel only:</b> Full D Licence
<b>Experience</b>	
31.	Experience of managing large numbers of manual staff
32.	<b>Waste Services:</b> Experience of working within the Waste collection environment
33.	<b>Dorset Travel:</b> Experience of working in the Passenger Transport industry
34.	Experience of conducting disciplinary and grievance cases
35.	Experience of conducting staff appraisals
<b>Skills, abilities &amp; knowledge</b>	
36.	<b>Waste Services only:</b> Knowledge of Waste Management industry
37.	Ability to work under own initiative
38.	Awareness of working within the public domain

<b>Approval</b>			
Manager	Service Manager	Date	December 2022

