

Candidate Information Pack

Collections Contract Supervisor Somerset Waste Partnership

Closing Date for applications: **20 September 2019**

Interviews: **w/c 7 October**

Inside this pack:

- Job description
- Person specification
- Terms and conditions
- Living our values

Please email swpbusinesssupport@somersetwaste.gov.uk for application details. For further information or an informal discussion please contact Colin Mercer on 01823 625722. If you have any questions about the benefits we offer, or our recruitment process, please contact our Recruitment Team on recruitment@somerset.gov.uk or telephone on 01823 355209.

JOB DESCRIPTION

Job title:	Collections Contract Supervisor
-------------------	--

Key tasks and responsibilities:

Purpose

1. Provide expertise and strong management to drive performance and deliver SWP business priorities.
2. Provide clarity, management and motivation in delivering the SWP's vision through the SWP Business Plan and other development programmes as required.
3. Ensure the effective understanding and operation of any specific statutory or regulatory duty contained within the role.
4. Advise SWP Senior Management Team in respect of operational planning and commissioning, policy matters and service delivery issues and engage with partners in the promotion, communication and delivery of services.
5. Manage supporting staff, financial and other resources effectively and productively, providing clarity, motivation and direction.
6. Ensure that, personally and, through supporting staff, information is communicated clearly, appropriately and in a timely fashion for the overall benefit of the organisation and those it serves.

Key Accountabilities

1. Create, agree and deliver service plans and prioritise activities and projects.
2. Identify opportunities for service changes or improvements in corporate and professional activities and scope, plan and manage change.
3. Review performance outcomes and customer feedback as a tool to better meet customer requirements and to increase operational efficiency and effectiveness.
4. Assist with developing and maintaining effective customer relations and feedback channels and work to improve levels of customer service and satisfaction.
5. Assist in resolving complex operational and service-based problems and conflicts to help ensure positive outcomes.

6. Optimise the use of financial information and other resources to monitor and control costs.
7. Be familiar with and use to the optimal extent, information and communication systems, including providing business and management information, to support and inform operational decision making.
8. Develop and maintain effective personal networks with partner agencies, suppliers and contractors etc. to maintain continuity and quality of service.
9. Communicate clearly and succinctly and use influence and persuasion to negotiate and achieve service objectives.
10. Work safely and ensure the safety of others who may be affected by SWP operations.
11. Identify and propose opportunities for SWP to create better social, environmental and financial outcomes in Somerset, and contribute to the circular economy as it applies to the SWP.

Assignment

Duties and Responsibilities

1. To supervise and manage the day to day performance of one of the largest waste collection contracts in the Country, including project managing the roll-out of a major service change to over 250,000 households (Recycle More).
2. Uses client side and, where agreed, contractor staff expertise and agreed project management processes, develops project plans to lead projects and activities designed to ensure the effective delivery of Recycle More (RM).
3. Works with the collections contractor, scrutinises plans and in accordance with agreed principles and programmes, takes the lead on transition management relating to the mobilisation of the new contractor and implementation of RM. Ensures that business as usual is maintained during the transition and the changes are effectively integrated into the business.
4. Acts as the principal point of contact on all matters relating to the transition to RM for the collection contractor, elected members and officers of SWP partner authorities.
5. Monitors the procurement and build of service assets, eg vehicles and plant, required for the transition to RM to ensure they meet plans and specifications. Inspects assets on delivery and compiles a photographic record and detailed asset register.
6. Manages escalated customer issues relating to Recycle More (RM) that cannot be resolved by the SWP Customer Experience team, particularly but not exclusively

requiring in depth technical knowledge of legislation, the collection contract, political awareness and/or sensitivity and potential reputational impacts to bring them to a satisfactory resolution that meets SWP service standards and maintains the reputation of the SWP.

7. Provides progress reports to SWP's Senior Management Team, Strategic Management Group and other groups, including Members, on the planning transitioning and delivery of RM.
8. Engages with and influences third parties, partner authorities, community groups and businesses, to ensure the effective implementation and delivery of RM.
9. Liaises with the Customer Experience and Communications and Engagement teams to ensure that roadshows, publicity, customer notification packs and service packs are arranged in accordance with the project plan and ensures that they have the information they need to respond promptly and effectively to service issues related to RM.
10. Identifies and, in accordance with SWP project planning and approval principles, initiates and implements policies and projects that will contribute to continual improvement of RM.
11. To maintain financial monitoring of contractual and RM costs through regular review of expenditure and income against appropriate budgets, tracking and reporting any forecast or actual variances to the Contracts Manager promptly and proposing corrective action or mitigation.
12. Provides knowledge of legislative requirements, technical knowledge of waste and awareness of the aims and objectives of the SWP, and to negotiate if these are at odds with the views of contractors, statutory undertakers, regulatory and planning authorities and other interested parties to ensure the interests of SWP are represented and that opportunities are carried out in a legally compliant manner.
13. Directs and manages contractor progress against contract standards and the performance and payment mechanism and recommend actions to the SWP Senior Management Team.
14. Acts as the main point of contact for day to day Health & Safety contractual and operational issues. Manages the effective Health & Safety inspection and monitoring of contractual related waste treatment facilities waste including transfer facilities and waste collection depots.
15. Monitors and analyses waste collection performance trends and recommends actions and initiatives to improve performance.
16. Develop and maintain effective and influential relationships with partner councils, regulatory bodies/key agencies, contractors and community groups.

17. Deputises for the Contract Manager (Collections) in their absence and give support from time to time to the Contract Manager - Treatment & Infrastructure
18. Carries out other tasks commensurate with the duties or level of the post as reasonably required, including provision of cover as necessary.

Relationships

Accountable to the Contract Manager (Collections).

Engages with District and County Councillors, members of the collection contractor's management team, community groups and businesses.

Presents reports to the Senior Management Team, Strategic Management Group, Somerset Waste Board and Partner Authorities.

Resources

Responsible for managing spend allocated to the Recycle More Project.

This is an operational supervisory role with no direct line management responsibility. Will be required to manage project teams allocated to the Recycle More projects.

PERSON SPECIFICATION

Job title:	Collections Contract Supervisor	
Key Competencies		
<p>You should demonstrate a commitment to our four key values – Customer Focus, Can Do Attitude, Collaboration and Care and Respect. More information can be found on the final page.</p>		
Communication		
<ul style="list-style-type: none"> • Ensures information is communicated clearly, appropriately and in a timely fashion. • Develop and maintain effective personal networks. • Communicate clearly and succinctly and use influence and persuasion to negotiate. • Ability to manage escalated customer issues. • Liaises with Elected Members and Senior Officers of SWP partner authorities • Engages with and influences third parties, partner authorities, community groups and businesses. 		
Working with Information:		
<ul style="list-style-type: none"> • Reviews performance outcomes and customer feedback. • Optimise the use of financial information to monitor and control costs. • Be familiar with and use to the optimal extent, information and communication systems. • Monitor and analyse waste collection performance trends and recommend actions. • Ensures information and/or data is stored securely in accordance with established formats and standards. • Prepare and present reports. 		
Planning and Organising		
<ul style="list-style-type: none"> • Create, agree and deliver service plans, prioritising activities. • Directs and manages contractor progress against contract standards. • Ability to effectively deploy and train appropriate staff. • Ability to work to produce high quality results to deadlines. 		
Team Working		
<ul style="list-style-type: none"> • Co-operative and open with colleagues, sharing information and checking understanding. • Work with other teams to establish project and resource priorities. • Demonstrates discretion and sensitivity to people’s needs, willing to understand another point of view as well as clearly representing our views and views of the team. • Works in a collaborative manner 		
Work Experience		
Essential	Desirable	
<ul style="list-style-type: none"> • Experience of engagement with customers and customer feedback. • Evidence of working in a structured, project-based environment. 	<ul style="list-style-type: none"> • Understanding of project plans and project delivery methods. • Understanding of contract performance monitoring. 	

<ul style="list-style-type: none"> • Understand and be able to carry out planned and dynamic risk assessments. • Experience of team working, including working across teams. • Sound understanding and experience of the use of information and communication systems. • Experience of complaint handling. • Good written and verbal communication skills. • Experience with effectively using ICT systems 	<ul style="list-style-type: none"> • Experience of operating equality and diversity measures in working practices. • Knowledge of local government procedures and policies. • Good awareness of Health & Safety regulations and legislation
Qualifications	
Essential Good standard of English and Maths (GCSE grades A to C)	Desirable Customer Care NVQ ECDL qualification
Knowledge and Skills	
Essential <ul style="list-style-type: none"> • Articulate – communicates clearly both in writing and verbally • Confident with standard IT packages, including some experience of Microsoft Word and Excel. • Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016) 	Desirable <ul style="list-style-type: none"> • Knowledge of local government procedures and policies • Knowledge of waste policies, procedures and legislation. • Understanding of the Data Protection Act and Freedom of Information Act
Personal Attributes	
Essential <ul style="list-style-type: none"> • Flexible and comfortable with change. • Positive, committed, adaptable, thorough and confident approach. • Ability to work to produce high quality results to deadlines. • Committed to diversity in service delivery. • Innovative and creative approach to problem solving. • Customer- and Communities-focussed. • Personal integrity. • Drive and self-motivation – “can do” attitude. • Ability to travel to sites throughout Somerset 	Desirable

All disabled applicants meeting the essential criteria will be interviewed.



TERMS AND CONDITIONS

Job title:	Collections Contract Supervisor
Grade	Grade 10
Salary	<p>Between £29,636 and £33,799</p> <p>Appointments are normally made at the bottom of the salary scale.</p>
Location:	The location for this post is Broughton House, Blackbrook Park Avenue, Taunton, TA1 2PR.
General Terms & Conditions	In accordance with the Scheme of Conditions of Service agreed by the National Joint Council for Local Government Services (commonly known as the Green Book).
Hours of work:	<p>Normally the working week is 37 hours (5 days). The hours of work will be in agreement with the line manager.</p> <p>The SWP operates a scheme of flexible working hours for many employees. Some employees may be required to work fixed hours to ensure an efficient service and will therefore be excluded from the flexi time scheme, but in such cases, special conditions of service in relation to hours will be issued.</p>
Contract	The contract offered is permanent
Annual leave:	<p>The annual leave for this post (based on full time hours) is 29 days.</p> <p>Annual Leave stated will be pro-rata for part-time and fixed term contract posts.</p> <p>The annual leave year starts on 1 April or 1 of the month in which the contract commences.</p>
Probationary period:	The appointment will be subject to a probationary period of 6 months. Internal applicants who have already completed their probationary period would not normally be expected to complete this again.
Notice period:	Following successful completion of the probationary period, this post will be subject to a notice period of three calendar months on either side.



Somerset County Council has signed the Charter for Employers who are Positive about Mental Health

Living our values – 4 Cs

At work, the *way* we do things matters as much as *what* we do. At Somerset County Council we have four key values – the 4Cs – that all employees are expected to work to. They will form part of every member of staff's personal review.

Customer focus

This is about putting the customer at the heart of everything we do.

Collaboration

This is about working with others to deliver our services.

Can do attitude

This is about getting the job done and doing it well.

Care and respect

This is about treating others as they would wish to be treated – with care, respect, dignity and understanding.

What does this look like in practice?

The 4Cs describe our values. In practice, this means that we think from a customer or a community perspective to make sure we get things right first time and continually improve the services we provide. We must have a clear view of what our customers and service users say they need, rather than build services based on what we *think* they need.

We operate a 'no wrong door' policy – whichever authority or department deals with the customer's query, we help them get there. As we build links with other authorities and organisations we talk to each other and our managers about how we think we could change, even the smallest things, for the better.

We work together, establishing positive, respectful and empowering ways of working as strong teams. We act with integrity, communicating clearly, admitting to our mistakes and striving to learn from them. When we think we need to speak out or challenge, we are prepared to do so in a constructive and positive way, but we remain objective.