

ROLE PROFILE

Job family	Manager	Role profile number	MA14-2659	Grade N
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Job purpose: To manage a team responsible for delivering a service.

Grade N posts focus on the strategic management of a team of staff. Grade N posts are higher in 'Contacts & Relationships' with the requirement to act strategically in resolving problems across a range of contentious and complex issues. Posts at this level will require significant relevant experience at a technical/professional level within a related specialist field.

Factor	Relevant Job Information
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems Level 5 in management or equivalent experience and completion of the Wiltshire Leadership Programme Level 2 or willingness to complete within an agreed timeframe
Knowledge and Skills	Experience of managing, motivating and developing multiple teams of staff involving different workstreams Experience of managing staffing budgets Significant relevant professional experience post qualification in a similar work environment. Significant experience of leading complex and diverse areas of work involving a wide range of contacts which has a high impact on the organisation Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines Thorough knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Experience of defining and developing systems, policies, procedures and / or practices. Experienced project manager with a good understanding of project management methodologies and systems. Excellent time management skills to manage a complex workload prioritise and set deadlines. Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Authority and credibility to build relationships and engage successfully with colleagues, sustemes and patterers.
Creativity and Innovation	customers and partners Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. Creative problem solving of issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services and the reputation of the council.
	Think and act strategically in problem solving and decision making in a complex political and business environment. A level of discretion is required in deciding what course of action to take and how to operate within the policy framework. Allocate work to the team monitoring quality and outputs Proactively manage staffing issues



	Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well defined policies.
	well-defined policies. Research and resolve problems, provide advice and guidance to the team on processes and procedures
	Lead research and development of systems, policies, procedures and / or standards within specialist area
	Analyse data/information to highlight and prioritise issues for further investigation,
<u> </u>	recommending solutions where appropriate.
Contacts and Relationships	Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature. Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.
	Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations. Ability to make difficult decisions to resolve issues and improve service
	delivery. Deal with people at all levels confidently, sensitively and diplomatically.
	Provide advice to resolve a range of queries from internal / external customers, will be dealing with highly challenging situations where influence could be required.
	Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners.
Decisions -	Decisions lead to the setting of working standards and important procedures for the service
Discretion &	area which have an impact across the organisation.
Consequences	Use initiative to manage responses to complex business / technical issues within the service.
·	Make business decisions based on up-to-date specialist knowledge and analysis.
	Contribute to developing council strategy within the service area.
	May involve dealing with conflicting priorities alongside high-volume workloads.
	Lead initiatives to design and deliver improvements.
	The consequences of the decisions will have a significant effect across the organisation.
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all
·	expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.
	All of us are expected to demonstrate the seven elements of Our Identity in how we work to
	shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.



ROLE DESCRIPTION

Role description:	Waste Treatment and Disposal Manager		
Role profile family:	Manager		
Role profile number and grade:	MA14-2659	Grade N	
Number of posts:	1 FTE		
Number of staff managed:	5		
Service/Team:	Waste Services		
Reports to:	Head of Waste Management		

Job Family overview

Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day-to-day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work. This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meetings take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

Service / function Context

Waste Services forms part of the Environment Directorate, which in turn falls under the wider Corporate Directorate of Place.

Place Directorate:

Place services help communities to be stronger and more resilient. By taking an integrated place-based approach our services work together as "One Council" and with external partners to develop the economy, ensuring we protect and enhance the environment and meet our carbon neutral commitment by 2030.



We plan for the future in terms of housing, employment space and associated infrastructure and ensure that development is high quality, meeting the needs of our communities now and in the future.

Place services support Wiltshire's communities to live healthy and active lives through the provision of leisure, culture and arts services, and the promotion of sustainable and active travel. All staff within Place services work as an integral part of the Place function providing professional input and guidance to the Place Leadership Team, Place Performance and Outcomes Board, Cabinet, Full Council and select committees when required.

Environment Directorate:

Environment Directorate is responsible for delivering the Councils Waste Services, Public Protection, Natural and Historic Environment and Climate Change priorities, all of which will contribute to the delivery of required outputs from the Environment Act 2021, and wider Environment-focused objectives.

Waste Services:

We provide one of the country's largest waste and recycling collection services delivering regular collections that enable residents to recycle significant quantities of waste. The service is highly visible to residents and is regularly cited as the main service delivered for council tax paid.

The collection of waste and recycling from households is one of the highest profile public services provided by the council and a key challenge will be to ensure the high levels of public satisfaction and service continuity service whilst the service itself is transformed to meet new legislative requirements. The reputation of the council is affected by the effectiveness of this and other associated waste services.

In addition to the provision of statutory waste and recycling collections, the Waste Service is responsible for procuring and delivering suitable waste management, treatment and disposal functions for Wiltshire Council, including: sorting of recyclable materials, waste transfer, landfill diversion arrangements, provision of a countywide network of household recycling, as well as delivery of the council's waste prevention and minimisation programme. It also has responsibility for delivering the council's Household Waste Management Strategy, fulfilling the service's statutory data reporting requirements, and ensuring service compliance with relevant legislation, council policy and contract specifications. The annual revenue service budget currently stands at around £44m (2023/24), arising from an annual spend of £54m typically offset by £10m in income.

Of the 7 key waste contracts currenlty in place, five are due to terminate in July 2026. These have a current annual contract value of £26m. The council has developed a Waste Services Delivery Plan to procure the most appropriate arrangements to secure provision of future services, whilst taking the opportunity to comply with new legilsative requirements (eg Environment Act 2021) and maximise new funding opportunities under EA21, and Extended Producer Compliance Schemes in particular.



Job Purpose

- To manage and be responsible for the council's Waste Treatment and disposal functions and allocated team resources to ensure the necessary levels of statutory and environmental compliance is maintained, alongside delivery of the Environmental aims and objectives contained in the Council's Business Plan and Service Delivery Plans.
- A broad range of specialist and technical knowledge is required to effectively manage the allocated waste management contracts and provide professional Chartered Waste Manager support to the delivery of the service.
- To be responsible for the day-to-day management of the waste treatment and disposal contracts with a typical annual value £20.4m (and generating an income circa £3m) acting as the Council's delegated Authorised Representative, challenging, validating, and approving monthly contract spend. Recommending and implementing amendments to the contracts as necessary.
- To be responsible for the day-to-day management of the public-facing household recycling centre contracts with a typical annual value of £5.3m (and generating income circa £0.5m) acting as the Council's delegated Authorised Representative, challenging, validating, and approving monthly contract spend. Recommending and implementing amendments to the contracts as necessary.
- To be responsible for the day-to-day management of consultants and contracts in relation to achieving ongoing environmental compliance in respect of closed landfill sites.
- To be responsible for the regular budget monitoring and forecasting for the Waste Service (circa £50m per year, with income circa £9.5m), noting the primary influential factor is the waste tonnage managed through the waste management contracts.
- To be responsible for the timely provision and analysis of waste management service performance data, and completion of statutory data returns to Government agencies. Utilising this data to highlight and prioritise issues for further investigation, recommending solutions where appropriate, and using positive data to celebrate successes.
- To be the lead officer on relevant waste management legislation and industry best practice in this technical work area, and significantly contribute to the development of relevant strategies and policies, providing specialist advice to directly support the Head of Service, Director for Environment and Cabinet Members in this regard.
- To be an effective part of the Waste Service Senior Management Team, collaborating closely
 with other managers to ensure an integrated "One Council" waste management approach is
 adopted at all times, in recognition of the complex interdependencies between the waste
 contracts and other service areas, actively support and contribute to the delivery of the Waste
 Transformation Programme.
- To plan, develop, lead, review. Monitor and evaluate specific projects as required, particularly in relation to the Waste Transformation Programme.



- To deputise for the Head of Service for Waste Management as required including representing the council at regional and national meetings.
- To provide professional advice and support to the Head of Service for Waste Management, Waste Services Programme Manager and Waste Contract Commissioning and Compliance Manager in respect of the Waste Services Delivery Plan (new contract procurement and extension activity).
- Use expert technical knowledge of their service area to significantly contribute to responses to government consultations regarding changes in legislation and strategy, ensuring the council's position is adequately represented and that service changes are pre-empted and planned in response.

Specific duties and responsibilities include:

- Management of the team resources allocated to the delivery of defined functions; Senior Waste Management Officer, Waste Officers and Technical Officer with the ability to manage other teams if required.
- Responsible for succession and workforce planning, recruitment, performance and talent management, and workload monitoring to maximise the use of resources (i.e. human, physical, and financial) and to ensure provision of a comprehensive, effective and efficient high-quality service.
- Provide professional and technical service technical knowledge and expertise in respect of all
 current and emerging legislation, guidance and industry best practice that impacts on or
 influences the broad range of waste services delivered (collection, treatment, disposal,
 strategy) utilising this expertise to make business decisions, the consequences of which will
 have a significant effect across the organisation. Works closely with the other Waste
 Managers to achieve a 'whole system' approach.
- Regularly participate in regional and national industry network events with peers from other councils to share best practice and gather strategic intelligence to support decision making and service priorities, particularly in light of changing statutory requirements.
- Review changes to legislation and make decisions on how to adapt service delivery to meet new requirements.
- Fulfil the role of Client Manager with delegated Authorised Officer status in respect of allocated waste management contracts, with the delegated authority to make key service decisions, or refer to the Senior Management Team as appropriate.
- The post holder is empowered to have wide discretion in the delivery of these business critical services and is required to make judgements on a wide range of issues without reference to any higher authority. Whilst those judgements are guided by existing policies and guidelines, the post holder is responsible for the creation of new policies, guidelines and procedures for the rest of the team. Due to the nature of the waste contracts, there is frequently no precedent



to resolve critical issues, and the post holder has to use discretion and professional expertise.

- Lead projects and work-streams within high-risk improvement initiatives that have the
 potential to significantly impact on the council's reputation, environmental performance and
 the organisations' ability to manage mounting financial pressures often in the face of
 increasing demand.
- Provide leadership to support the successful implementation of service development projects, and the successful adaptation of current contracts will entail substantial technical challenges and require innovative approaches and close working with a wide range of senior and professional contacts across the council (including from HR and Corporate Communications), and also with senior Contractor representatives. The post-holder has considerable discretion with regard to decisions relating to operational details which will impact on other services in the council but will also be able to judge when such decisions require more senior authorisation.
- Project manage and be responsible for the quality of work of a range of technical and specialist staff from across other service areas within the council, leadership of projects extends also to senior staff from contracting organisations. The post-holder must take responsibility for planning their own work and that of some other team members (including those employed within the wider waste service in a matrix management context) to ensure that capacity is directed in the most appropriate way to ensure strategic and tactical objectives are achieved.
- To act as a professional role model for the range of technical staff based throughout the service, actively demonstrating the appropriate behaviours.
- Proactively develop and maintain good working relationships with a diverse range of stakeholders, including different contractors and partner organisations, other internal services, and elected members, whilst working to ensure the decisions relating to systems and processes are conducive to the council being able to robustly manage the new contract.
- Substantially contribute to developing strategies and implementing measures to control demand-led spend and reduce the service budget, in line with reductions and efficiency savings across the council.
- Lead on the production and presentation of technically complex briefing papers with evidence-based options and recommendations to inform contract procurements, policy development, best practice, and the design of more efficient and effective systems and processes.
- The advice and recommendations provided within the principal relationships with senior staff (in the waste management service, in other areas of the council and its partner organisations) is frequently complex and politically or commercially sensitive in nature and often concerns contentious issues. The post-holder's management of these relationships requires high level of discretion, diplomacy and negotiation skills to ensure that operations continue as scheduled and/or that a programme moves forward, while ensuring that working relationships that will ultimately benefit customers are maintained so that they will continue to be effective in future. These outcomes, facilitated by the post-holder's contributions, directly impact on



the level of service experienced by customers.

- Deals with escalated service complaints, often co-ordinating the efforts of other staff in achieving a successful resolution.
- To prepare reports for committees, including Cabinet, and senior management with regard to amendments to established policy, redesigned service options, operational and performance issues. These may be triggered by the procurement strategy and timetable for renewing existing contractual arrangements, the development of new technologies, and changes in legislation and requires a clear understanding of the complex and technical aspects of waste legislation and compliance. The post holder would be the "service expert" in this regard and will need to develop reports that can crystalise the key technical points into language easily understood by a wider, non-technical audience.
- Act as Client Representative for allocated waste service contracts or landfill diversion contracts (Lakeside and MBT), agreeing contract variations and Contract Changes as required, and ensuring all contract documentation is appropriately updated and maintained, working closely with Legal Services colleagues.
- Be accountable for the timely review and reporting of Corporate and service-level risks in relation to their sphere of control to inform Corporate and Service-level business decisions, co-ordinating the activities of allocated resources to achieve this.
- To co-ordinate, approve and authorise the council's quarterly statutory waste performance returns (WasteDataFlow) to the Environment Agency, as submitted by the Waste Officers and Senior Waste Officers.
- Lead on developing, maintaining and implementing business continuity arrangements in relation to business critical waste management services, collaborating closely with the Head of Service and Waste manager colleagues, service providers, contractors and other partner organisations and key stakeholders.
- Lead project teams contributing to service re-design, through contract procurement programmes, restructuring and service development as required.

Specific requirements for this post:

- Some attendance at evening meetings
- Some weekend working, given the public-facing nature of services provided.
- PPE when visiting waste sites with noisy or dusty environments.

Person Specification

Specific qualifications, knowledge, and skills required for this role:



Essential

- Substantial experience working in a professional role within waste management.
- Passed 1st year of post graduate qualification relevant to waste management or procurement, such as an MSc and have equivalent professional experience.
- Degree level qualification in an environmental subject, mathematics or economics
- Membership of an appropriate lead body within the sector, such as the Chartered Institute of
 Waste Management, Institute of Environmental Services, Institute of Environmental Management
 and Assessment or other relevant professional bodies with an environmental or public protection
 focus, or be working towards this.
- Significant post qualification experienced required (at least 5 years).
- Level 5 in management or equivalent experience.
- Experience of managing, motivating and developing staff
- Knowledge of wider national and corporate issues and ability to contribute to national and corporate agendas.
- Excellent ICT skills including use of Microsoft applications and specialist systems
- Excellent diplomacy skills being able to deal with difficult people and to diffuse difficult situations.
 - Excellent negotiation skills in respect of settling contract disputes, agreeing contract variations, extensions, etc.
- Political awareness and acumen needed for this post.
- Evidence of high level of knowledge and applied experience of contract law and procurement regulations.
- Project management skills with a track record of successfully applying an established approach such as PRINCE2 to complex improvement projects.
- Ability to interpret and analyse a range of statistical and numerical data and other evidence in order to fully understand complex issues and make informed decisions.
- Topical and in-depth understanding of emerging technologies, legislation, and best practice in relation to the waste collection service
- Track record of building successful working relationships and professional contacts and alliances that further enhance service delivery
- High standard of literacy to ensure written communications meet appropriate standards, with proven ability to amend communication style to suit the intended audience, using "plain English" wherever possible particularly where the source data is highly technical or complex.
- Excellent numeracy skills, and analytical mind to allow statistical returns to be appropriately challenged.
- Experience of improving service efficiency and delivering best value
- In-depth expert knowledge of more than one key area of service delivery, for example, waste disposal legislation, chargeable waste legislation and policies, household waste collection, waste reuse and minimisation, systems and processes, and innovation within waste management processes.
- In-depth expert knowledge of relevant legislation such as Environment Act 2021, Emissions Trading Scheme, etc (this is currently undergoing significant change, so a good grasp of the latest guidance is critical to the delivery of future services).
- A good sound knowledge of other areas of the service to ensure all complex contact interdependencies are understood and reflected in future service development and design.
 For example, the need for collection systems and processes to be fully supported by disposal and management systems and processes.



- Good working knowledge of the principal requirements of contract procurement to allow the production and technical assessment of contract specifications and tendered solutions, and to include the close analysis of the financial cost models which support submitted tenders.
- Working knowledge of TUPE (Transfer of Undertakings Protection of Employment) legislation and its application to the procurement and re-procurement of services.

Desirable

Detailed knowledge of applying the Procurement Regulations.

Career graded posts

This post does not form part of a career grade.



Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points		Additional corrective training if appropriate or further action
Points on driving licence	6	9

	Discussion	Corrective	Additional
	and advice on	Driver	corrective
Trigger Points	expected	Training	training if
	driving		appropriate or
	standards	further action	further action
At fault accidents within a			
two-year period (whether	1	2	3
work or personal)			

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.



Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	\boxtimes
This role is not politically restricted	
Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	
This role does not have any professional or occupational membership requirements	
Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	\boxtimes
Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	
This role is not subject to a BPSS check	\boxtimes
Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3 *(*regular unsupervised access to police	



premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).

This role is not subject to a NPPV check

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	