Post Title: Operations Manager – Waste & Street Cleaning

Grade: GLPC - H

# Job Purpose

**1 Job purpose**

To lead, manage and develop the activities of a range of Waste collections and Street Cleansing operations across a locality and co-ordinate city wide operations in partnership with Service Manager and Senior Operations Manager.

The post holder will lead a team of frontline staff in improving and maintaining the appearance of the adopted Highway, having direct responsibility for street cleansing and Waste Management provisions and influencing or collaborating with other public realm services such as Greenspace, Highways and Community Protection.

Drive forward efficiencies and the improved productivity in all aspects of operations and service delivery.

# Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours,

linked to the following four themes:

* **Individual Leadership**: by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
* **Equality Diversity & Inclusion**: by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council’s Code of Conduct.
* **Change & Innovation**: by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
* **Collaboration**: by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

# Specific Duties

1. To be responsible for the day-to-day management and performance of a frontline teams delivering various street cleansing, and or Waste Management functions, planning ahead to ensure appropriate capacity to maintained and deploying resources (labour/materials/equipment) in a flexible and responsive way aligned to best value.

1. Provide high-quality customer service by responding promptly and effectively to enquiries from citizens, colleagues, and Councillors within agreed timescales on all Council systems. Use feedback to inform work planning, resource allocation, and performance reporting. Actively contribute to shaping services and resource deployment, fostering a positive, customer-focused culture.
2. To demonstrate visible leadership skills in the line management of approximately 20 – 25 frontline colleagues and taking a consistent approach to effective performance management, challenging behaviours, driving forward productive whilst also motivating and encouraging a positive team spirit within the teams.
3. Act as a representative of the service at multi-agency and community group meetings, ensuring that all Public Realm initiatives are delivered to a high standard at the local level. Take ownership of any issues raised, coordinating with relevant stakeholders to resolve concerns and providing timely feedback and updates as required.
4. Ensure effective management of Health and Safety and Training and training development across all frontline teams/crews, promoting a culture of safety awareness and compliance. Oversee the implementation of Health and Safety legislation and Nottingham City Council’s policies, procedures and joint audits including full responsibility to tackle poor compliance. This includes the preparation and regular review of Risk Assessments, development of Safe Systems of Work, and the execution of routine site inspections to ensure a safe working environment for all staff.
5. To adhere to all people management practices for your team, ensuring compliance with all relevant policies and procedures. This includes conducting return-to-work and absence management interviews, fact-finding meetings, disciplinary and capability investigations, performance appraisals, and regular one-to-one check-ins. Additionally, lead on recruitment activities for C - G grade colleagues, effectively utilising all approved systems, programmes, and databases to support these processes
6. To assist in the delivery and promotion of national recycling campaigns, ensuring local engagement activities align with central government targets for recycling and carbon neutrality.
7. Where required, communicate with residents regarding concerns or complaints through Have Your Say (HYS) submissions and service contact forms, ensuring responses are delivered within the agreed service timeframes.
8. To undertake regular environmental audits. Health and safety monitoring and cleansing surveys, including participating in ward walks and estate inspections, and use the findings to develop work plans and effectively allocate resources depending on need, regularly monitoring performance.
9. Lead and coordinate city-wide and service-specific shift patterns for front-line operations within Waste and Street Cleansing services, ensuring full coverage during bank holidays and other non-standard working days. Plan and arrange staffing to accommodate seasonal fluctuations and ongoing service demands, including weekend working, when necessary, to ensure the consistent deployment of appropriately skilled personnel and the maintenance of high operational standards.
10. To support the communication process during service disruptions, assisting with content creation and distribution to ensure clear and timely updates reach residents and businesses.
11. To help build and maintain relationships with internal teams and external partners, facilitating collaboration and effective communication regarding broader Citywide campaigns and service-specific engagement priorities.
12. To ensure that all information produced is accessible, inclusive, and clearly formatted, in accordance with Council guidelines.
13. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation’s EDI strategy and objectives.
14. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

**Numbers and grades of any staff supervised by the post holder:**

**20 – 25**

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by: Head of Waste & Street Cleansing**

**Date: May 2025**

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| **Job title:** Operations Manager – Waste & Street Cleaning |

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| AREA OF RESPONSIBILITY | **REQUIREMENT** | | MEASUREMENT | | | |
| A | | **AC** | D |
| **Individual Leadership** | Demonstrates strong leadership by motivating teams to deliver high-performing services, empowering individuals to make decisions, actively supporting wellbeing and resilience, and applying strategic workforce planning to effectively prepare for future service needs | |  | | **P** |  |
| **Change and Innovation** | Ability to be adaptable and problem-solve to respond to changing priorities, and to creatively contribute ideas to improve engagement activities. | |  | | **P** |  |
| **Collaboration** | Ability to work collaboratively with colleagues, community members, and partners to support the delivery of campaigns and resolve environmental concerns if fall within the day-to-day functions e.g. missed bins, removal of fly tipping or service failure | |  | | **P** |  |
| **Equality, Diversity, and Inclusion** | An understanding of why it’s important to consider equality, diversity, and inclusion in all that we do. | | P | |  |  |
| Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people. | |  | | **P** |  |
| **Technical Skills and Knowledge** | Proven ability to demonstrate clear and visible leadership skills, leading your team through improvement and change | | P | | P |  |
| Proven ability to take personal accountability for team and own performance in managing a frontline service | | P | | P |  |
| Friendly, approachable, and confident when speaking with members of the public at events or over the phone. | | P | | **P** |  |
| Strong written and verbal communication skills with the ability to assist in creating accessible, engaging content for a range of audiences. | | P | | **P** |  |
| Proven ability of adopting a solution focussed approach to problem solving, and to think creatively for an area | | P | | P |  |
| Experience of managing a large and diverse team and experience of delivering excellent customer service and instilling a culture of customer care within a team | |  | | **P** |  |
| Proven ability to deliver a responsive, Waste provision or focussed street cleansing service and able to handle occasional challenging situations with members of the public, remaining calm, courteous, and focused. | | P | | **P** |  |
| Ability to undertake all aspects of people management (performance appraisals/identify training needs/attendance management/recruitment etc) | | P | | P |  |
| Able to accurately record and relay feedback or concerns gathered during engagement activities, helping inform service improvements and future campaign planning. | | P | | **P** |  |
| Excellent IT skills, in particular the Microsoft 365 package including Outlook, Word, Excel, Powerpoint, OneNote and Teams. | | P | |  |  |
| Willingness to work irregular hours, evenings and weekends when necessary. | | P | |  |  |
| Full clean UK driving licence is essential. | | P | |  | P |
| **A - Application** | **AC – Assessment Centre** | **D – Documentary** | |

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