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| C:\Users\marie.lomax\Desktop\Black_mono_logo_-_transparent_background.png | **Job Description and Person Specification** |

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| **Job Title** | Operations Compliance Officer |
| **Department** | Streetscene |
| **Reporting to** | Streetscene Manager |
| **Grade** | 6 |

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| **Job Purpose** |
| The corner stone of this position concentrates on strong leadership through the implementation and development of process and procedure.  An ample subject knowledge combined with demonstrable leadership qualities and interpersonal skills enables you to inspire others to make changes in their thinking and approach.  As the Operations Compliance Officer you will be responsible for providing expert technical advice on compliance of the council’s fleet and workforce ensuring all cultural, operational and statutory arrangements necessary, for the health and safety of all persons likely to be affected by the services in the post-holder’s remit.  The Compliance Officer will have responsibility for effectively and continuously coaching a team of operational staff and will work alongside two Operations Supervisors, and report to the Streetscene Manger to ensure the effective, compliant, efficient and safe delivery of the services that the council provides including, but not limited to Domestic Refuse, Recycling, Garden Waste, Clinical, Trade Waste, Pest Control and our canteen.  The Operations Compliance Officer will take a leading role in the development of training provision including the identification of training needs for staff within a rolling training program. They will be responsible for training all operational staff on vehicle and equipment operation, maintenance and safe use. They will undertake periodic risk assessments, reviews of safe systems of work, audits and driver assessments to ensure continuous improvement and have the expertise to support this high risk service area.  Along with all other colleagues that have direct contact with members of the public, the Operations Compliance Officer has a key role to play in representing the council on a day to day basis, ‘owning’ and managing tasks and issues, and will therefore impact significantly on the customer’s experience, perception and reputation of Streetscene and the Council. |

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| **Job Context** |
| The delivery of this service is of a very high profile in Streetscene’s services and reputation, and the postholder will require a solutions and outcome focused attitude.  They will need to be tactful and diplomatic as they may potentially be dealing with contentious matters and difficult situations. They will be professional, friendly and approachable and employ a flexible attitude to working practices and demands.  The post requires an individual who is able to manage a number of conflicting priorities simultaneously, be able to use their discretion to find solutions and be decisive.  The Compliance Officer will also be required to provide supervisory cover within the depot, supporting the two Streetscene supervisors.  Fleet details   * 4 Domestic collection vehicles - Mercedes, Dennis Eagle and Seddon * 7 Domestic recycling vehicles- Mercedes, Dennis Eagle * 2 Green waste collection vehicles - Dennis Eagle * 2 Trade waste collection vehicles - Dennis Eagle * 1 Mechanical road sweeper * 1 Hook waggon * 1 Tractor * 10 vans up to 7.5T - Ford, Peugeot * Various plant |

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| **Operational Duties** |
| Responsibilities include:   * The implementation and management of safety and environmental procedures including, but not limited to, risk assessments, accident investigations, internal audits and induction training. * Acting as the advisor to all staff on matters relating to health, safety and environment. * Undertaking regular reviews of operational compliance procedures and the development of new procedures for maximum efficiency and effectiveness. * Undertaking full inductions to all operational employees including reversing training, manual handling and driver assessments, in accordance with our Streetscene operational handbook. * Undertaking the delivery of internal training within the service as appropriate (reversing assistant, new starter, manual handling, risk assessments etc). * Working alongside Streetscene Manager, Waste Management Supervisor and Senior Mechanic to oversee onsite health and safety. * Working with all employees to ensure that a safe environment is maintained at all times. * Reviewing and ensuring the Streetscene training matrix is kept up to date and all employees have the required training. * Providing professional management for the safe delivery of the Streetscene service across the district, driving and operating vehicles with a range up to 32 tonnes which are used in the collection of trade waste, domestic waste, recycling and garden waste. * Adopting a flexible approach to work, to enable attendance at times which correspond with the demands of the service. * Ensuring that duties are carried out with full regard to the Council’s policies, including Equal Opportunities, Health and Safety and Information Governance. * The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk.  There is an expectation that all staff will positively demonstrate their awareness and support to this commitment. * Working on a on call a rota basis, to ensure that Services provided outside Monday to Friday hours operate effectively and are resourced to ensure the safe and effective delivery of service. |
| **Creativity, Innovation and Problem Solving** |
| Although general guidelines will be available, the post holder will have considerable leeway and discretion to interpret these in the light of actual situations and problems encountered and will be expected to:   * Apply creative and innovatory thinking in the resolution of problems and handling of issues. * Provide a high quality responsive support on Streetscene issues. * Deliver the continuous improvement of services within the post holder’s work area with the ability to quickly evolve and adapt to new ways of working in response to changing priorities and needs.      * Deliver improvement programmes and projects to ensure the achievement of value for money, transparency and customer focus for their areas of responsibility. |

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| **Contacts and Relationships** |
| Ensure the service provides professional solutions to both internal and external customers through:   * Providing professional advice, guidance and expertise on all aspects of the area for which the post holder is responsible. * Dealing with complaints associated with service responsibilities in accordance with the Council’s complaints procedure. * Liaising with the Council’s Customer Services Unit. * Liaising with customers verbally and in writing on a wide range of service issues.   Representing the Council at any relevant meetings or events, fostering positive relationships and upholding the Council’s reputation |

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| **Project and Programme Management** |
| Supporting and leading a range of projects which are consistent with the Streetscene Service and participating in teams as necessary, for any cross authority programmes or projects through:   * Working with the Streetscene Manager to support the production and review of service delivery plans and service risk registers that are aligned to corporate priorities and legislative and policy requirements. * To support the Streetscene service with the development and revision of policies and practices for an efficient and effective safe working environment. |

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| **Information Management and Performance Reporting** |
| Monitor performance of all operational activities to ensure that high quality services and standards are maintained to deliver agreed objectives efficiently and effectively and identify improvements through:   * Working with the Streetscene Manager to identify areas of improvement and/or efficiencies including the development of IT systems to maintain a high quality efficient, compliant and safe service. * Providing accurate and timely information through the analysis of service and other information and the preparation of reports to facilitate evidence based decision making. * Ensuring excellent data management principals are adhered to through the provision of accurate data, record maintenance and completion of statistical returns in line with legislative or best practice guidelines. |

**General**

The above list of duties is neither exclusive nor exhaustive. The post holder will be expected to undertake other duties commensurate with the responsibility level of this post.

The Council is a dynamic organisation which recognises the need to respond flexibly to changing demands and circumstances. Whilst the job description provides a summary of the post it may need to be amended to meet changing circumstances.

The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk. There is an expectation that all staff will positively demonstrate their awareness and support to this commitment.

**Requirements of the Post**

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|  | **Essential** | **Desirable** |
| **Qualifications / Training** | * **The Below qualifications and training are a requirement that the post holder gains within the first 6 months of employment.** * Evidence of continuing professional development. * FTA Driver Assessor qualification or equivalent * FTA Trainer reversing assistant or equivalent Manual handling trainer * IOSH Manging safely | * Fire Marshal Training * First Aid training * Current driver CPC * LGV Drivers Licence. |
| **Knowledge** | * Detailed knowledge of accident and safety precautions and the codes that apply and a practical, comprehensive knowledge of associated health and safety requirements in line with HSE guidance * Up-to-date detailed knowledge of current legislation in line with guide to maintaining roadworthiness * Knowledge of legislation governing transport awareness. * Awareness and knowledge and commitment to equality and diversity legislation and of safeguarding responsibilities. | * An understanding of Streetscene matters and service requirements * Knowledge of the Ryedale area * Knowledge of waste management collection vehicles |
| **Experience** | * Past experience working in the Health and safety spectator is essential | * Working in local, regional or national Government organisations. * Experience in both transport and waste collections |
| **Occupational Skills** | * Confident and energetic, driven by delivering measurable results. * Pragmatic, hands on approach when required. * Assertive yet open to alternatives. * Resilient, self-disciplined and self-motivated. * Able to embrace and implement change. * Proactive with a passionate attitude to improving standards. * Credible with ability to manage detail and see the bigger picture. * Problem solving and root cause identification skills. * Influencing and innovative. * Measures of Health & Safety Team success |  |
| **Other** | * Be able to work outside normal hours * Highest professional integrity. * Personally and professionally resilient. |  |