

Job Description

Service:	Operational Services
Job title:	Recycling Waste Manager
Grade:	G
Hours of work:	37
Responsible to:	Waste and Streets Operations Manager
Responsible for	
Direct reports:	25
Indirect reports:	Click here to enter text.
Budget:	£2.9m

Purpose of Post:

To help lead a highly motivated waste and recycling collection service, that delivers its key objectives in a cost efficient and effective manner.

Brief overview of post

To lead, develop and manage the day to day running of the domestic refuse, recycling, garden waste, food waste & bulky waste collection services, comprising of a team of 90+ staff including both driver/loaders & loaders. To be fully accountable for promoting the services to and engaging with the residents within Huntingdonshire. To be responsible for developing efficient and effective waste and recycling collection rounds, including routes and work programs to meet service standards in accordance with policy, legal compliance and best practice. Reporting on performance; and managing all income streams and expenditure to meet financial targets for the waste and recycling collection service.

Car Licence and Class 2 HGV licence with DQC – Essential (or be willing to pass HGV within 6 months of recruitment)

Key Deliverables:**Operational Management:**

- Provide daily oversight, leadership and coordination of domestic refuse, recycling, garden waste, food waste, bulky waste, and commercial waste collection services, ensuring services are delivered to the highest standard.
- Plan, allocate, and manage the deployment of staff, vehicles, and operational resources to maintain service continuity, meet collection schedules, and ensure performance targets are consistently achieved.
- Proactively identify, investigate, and resolve operational challenges, service disruptions, or resource shortfalls to minimise impact on residents, businesses, and the wider community.
- Implement, review, and refine operational procedures and working practices to increase efficiency, and enhance overall service quality.
- Lead on the adoption of new technologies, innovations, and industry best practices to optimise performance and improve customer satisfaction.

Financial Management and Budgetary Control:

- Take direct responsibility for managing budgets within a designated waste service stream, working collaboratively with senior managers to ensure overall financial stability across Waste Services.
- Monitor, forecast, and analyse financial performance on a regular basis, ensuring service areas operate within approved budgets and deliver value for money.
- Ensure accurate recharges to other departments for staff and vehicle usage.
- Review and report on financial performance, identifying opportunities for cost savings and efficiency improvements, along with generation of income.
- Identify and implement cost-saving measures, efficiency improvements, and opportunities for income generation through service development and external partnerships.

Performance and Health and Safety Compliance:

- Achieve tonnage targets for domestic waste, garden waste, food waste and recyclable materials, in line with council objectives.
- Maintain accurate records and ensure legal compliance regarding driving hours, rest periods, driver infringements, and performance monitoring.

- Manage and update digital tachograph systems, telematics, and FTA Vision software to track performance, start and finish times, load data, and contamination issues.
- Conduct crew inspections and gate checks to verify legal compliance and adherence to best practices.
- Manage an internal work inspection regime to assess service delivery against defined quality standards.
- Take necessary corrective actions in response to service failures and implement continuous improvement measures.
- Ensure full adherence to all health and safety regulations, aligned with HSE (Health and Safety Executive) requirements, and maintain up-to-date risk assessments and safe working practices.
- Deliver and track mandatory health and safety training for all staff, ensuring 100% compliance.
- Develop continuous improvement, focusing on operational efficiency, route optimisation, staff safety, and enhanced service delivery.
- Monitor and evaluate key performance indicators to drive service improvements.

Business Systems and Customer Service:

- Coordinate closely with fleet and workshop services to ensure vehicles are serviced, repaired, and maintained in line with operational requirements, minimising downtime and maximising availability.
- Manage processes for ordering, storing, and distributing replacement waste receptacles, sacks, PPE, and associated equipment, always ensuring sufficient stock levels.
- Act as the first point of contact for customer queries, complaints, and service issues, ensuring timely investigation and resolution, with a focus on maintaining public confidence and satisfaction.

Human Resources and Workforce Development:

- Lead the effective management of HR responsibilities across the workforce, including recruitment, induction, disciplinary action, absence management, and performance reviews.
- Ensure compliance with council policies and employment regulations.

- Deliver regular team meetings and staff briefings to communicate operational updates, performance expectations, and corporate priorities.
- Develop and deliver training programs, toolbox talks, and refresher programmes covering health and safety, manual handling, and operational best practice.
- Promote a positive and motivated working culture, supporting staff wellbeing, development, and engagement to achieve high levels of performance and staff retention.


Strategic and Cross-Departmental Collaboration:

- Serve as a key member of the Waste Management Team, contributing to strategic planning and decision-making.
- Participate in cross-departmental initiatives and improvement projects to enhance council-wide services. To work closely with internal teams to plan, allocate resources, and execute specific projects (e.g., elections, WEEE collections, and other initiatives).
- Provide expert advice and professional guidance on waste management matters to senior leaders, elected members, and partner organisations, influencing policy and decision-making.
- Drive and support initiatives that contribute to wider corporate priorities, such as sustainability, carbon reduction, and circular economy strategies.
- Represent Waste Services at internal and external meetings, building strong relationships with partners, contractors, regulators, and community stakeholders to enhance service reputation and delivery.

Knowledge and Qualifications	<p>City & Guilds (or Wamitab) Level 3 Diploma for waste - Desirable</p> <p>ILM leadership management level 5 (or equivalent) - Desirable</p> <p>Demonstrable knowledge of legislation for Waste and Recycling in England</p> <p>Health & Safety qualifications either IOSH/NEBOSH - Desirable</p> <p>A current Driving Licence is essential to be able to oversee the delivery of services across the district and to attend meetings with residents and other organisations as required as part of the external facing duties.</p> <p>Class 2 HGV licence with DQC – Essential (or be willing to pass HGV within 6 months of recruitment)</p>
Experience	<p>Previous experience of leading and developing a large workforce.</p> <p>Experience of managing the HR requirements associated with managing large teams, holidays, sickness, working time directive etc.</p> <p>Minimum of three years' experience of delivering excellent customer service including resolving complaints.</p> <p>Demonstrable experience of working in a busy high-pressure environment.</p> <p>Computer literate with extensive experience of using MS office packages along with bespoke software.</p>
Skills and Abilities	<p>Clear and concise written and spoken communication skills.</p> <p>Ability to present written information in a structured and balanced way appropriate to the needs of the reader.</p> <p>Confident in holding regular team meetings.</p> <p>Positive 'Can Do' approach and willing to go that extra mile.</p>

	<p>Willing to travel and occasionally work unsocial hours.</p> <p>A good team worker demonstrating loyalty and commitment to the organisation and team members</p> <p>Strong Leader that leads by example.</p> <p>Confident negotiator.</p> <p>Proactive and self-motivating.</p> <p>Demonstrate the ICARE values daily.</p> <p>Strong analytical skills, with ability to examine and solve problems.</p> <p>This post will contribute to.</p> <ul style="list-style-type: none"> • An organisation which is lead with clarity of direction and purpose. • An organisation which acts and behaves in accordance with its stated aims and objection. • An organisation with positive and constructive relationship between staff, politicians, customers, partners, and stakeholders. • An organisation where staff is lead and managed with integrity, allowing them to perform to their maximum potential for the organisation. • An organisation where strong individual and organisational performance is expected and delivered.
Decision Making and Impact on Others	<p>Their team: A wrong decision (e.g., equipment selection, staff deployment and work prioritisation/specification) could result in part or all a waste service stream of the Council not being completed or delivered.</p> <p>Other teams in the same service area: There can be consequential impacts of a wrong decision that may result in further service failures in other waste service streams because of a need to consequently redeploy resources between service streams.</p>

	<p>Other services in the job holder's Division: There can be consequential impacts of a poor decision which can create a chain of consequential impacts, delivering and supporting essential frontline services that are highly interdependent and require close coordination with other teams and functions. The postholder's role is central to maintaining these connections, and errors may generate additional, unforeseen demands on related services—for example, uncollected waste or collection spillages can place added pressure on street cleansing teams, while ineffective management of driver behaviour can increase the frequency and cost of vehicle repairs. Such outcomes not only disrupt service delivery but also reduce overall efficiency and customer satisfaction.</p> <p>Other Divisions: There can be consequential impacts of a wrong decision that may result in further service failures in other frontline services that have direct interdependencies on service activities managed by the postholder, (e.g., failure to collect waste from Council buildings.</p> <p>The whole Council: The postholder's have the day-to-day operational management responsibility for a key frontline service streams of the Council that has high visibility and impact on all residents therefore service failures fundamentally arising from a wrong decision significantly impact on the reputation and standing of the Council.</p> <ul style="list-style-type: none"> • The health, safety, and welfare of members of staff: A wrong decision could result in members of staff being put at risk due to the environment they are working in becoming unsafe. • The health, safety and welfare of customers or members of the public: A wrong decision could result in a member of the public or customer being put at risk due to their immediate environment becoming unsafe.
Communication with Internal and External Customers	Example: Predominantly internal customers – high visibility with members of the public

	<p>Where is the focus of this role in their team, other teams or across the council?</p> <p>Internal customer contact _80_%</p> <p>External customer contact _20_%</p>
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.