

Roles, and indicative responsibilities, accountabilities

Waste resources manager	Collections manager (waste)	Senior collections officer	Contracts support officer (waste)	Contracts and systems officer (waste)	Business support officer (collections)
<ul style="list-style-type: none"> • Overall responsibility for recycling and waste service • Budget management of £9m • Recycling strategy • Line management of waste and recycling team • Staff morale and culture • Contract management of £4m external contracts expenditure £800k income • Materials management • Efficiency improvements across waste and recycling services • Modernisation strategy • Procurement • Performance management • Safeguarding deputy 	<ul style="list-style-type: none"> • Line management of supervisors and workforce • Health & Safety • Staff morale and culture • Collections efficiency • Implementation of operational changes • Budget management - agency & vehicles • Performance management • Collection complaints management • Recruitment • Disciplinary (investigations, nominated officer) • Training • Procurement & compliance • Quality assurance • Safeguarding lead 	<ul style="list-style-type: none"> • Line management of relevant officers • Systems and digital solutions • Continual process review and improvement • Project management • Trade collections strategy and efficiency • Garden waste collections strategy and efficiency • Round scheduling and efficiency • Service monitoring and reporting - KPIs • GIS: accurate information at all times on local info and monmaps • Deputise for collections manager where necessary • Agresso approver up to £10k 	<ul style="list-style-type: none"> • Waste collections enquiries and complaints • Administration of Trade waste system and contracts • Administration of Garden waste system and contracts/permits renewals • Contracts and customer relations support • Complaints/complements monitoring and reporting • Requisitioner • Management of PO process - supplementary packs, year end etc • GIS mapping support • Support with process review and improvement • Payroll support where necessary 	<ul style="list-style-type: none"> • Manage trade waste customer relations & contracts - site visits, waste audits, sign-ups • Trade waste service scheduling • Garden waste service scheduling • Trade and garden waste crew direction • Duty of care • Marketing • Digital solutions improvement, implementation and maintenance • Systems and process review • Support with mapinfo, GIS • Support with implementation of changes • Data collection, monitoring • Support with process review and improvement • Supervisor cover for sickness, holidays etc (see supervisor responsibilities) 	<ul style="list-style-type: none"> • Collection enquiries and complaints • Requisitioner • Design and production of materials used - eg collection contamination stickers, letters etc • GIS mapping support • Payroll

Supervisors (x2)	Deputy supervisors (x3)	Recycling wardens (x4)	Projects & technical officer	Senior waste education officer	Reuse & recycling officer	Reuse support officer
<ul style="list-style-type: none"> Line management of waste collections staff Staff morale and culture HGV licence essential Recruitment Performance management Ensure compliance with all H&S procedures through checks, inspections etc Completion of route risk assessments, safe working practices and risk assessments Respond to public complaints and make visits where necessary Missed collection investigation and resolution Asset and fleet management, liaising with transport dept CICO performance appraisals Disciplinary (investigations, hearings, appeals) Absence management reviews Leave management Timesheet authorisation including agency staff Inductions Training 	<ul style="list-style-type: none"> Working deputy (EPA, missed collections) Assist supervisor with morning work allocation/organisation HGV licence essential Supervisor cover for holidays and sickness (see supervisor responsibilities) Return to work interviews Spot-checking and inspections CICOs Disciplinary (verbal and written warnings) Training Inductions 	<ul style="list-style-type: none"> Enforcement support Contamination work with crews Mis-representation of waste Assisted collection assessments and database Extra allocation assessments and database Trade waste customer signups & risk assessments for access etc HWRC meet and greet HWRC black bag opening Compositional/participation analysis Project support Support for re-use shop 	<ul style="list-style-type: none"> Project management support Systems and digital solutions Website Social media Communications/ Campaigns Leaflet & campaign material design and production Requisitioner Policy support 	<ul style="list-style-type: none"> Line mgt of recycling wardens Responsibility for re-use shop Enforcement lead Education lead/strategy Campaign strategy and development Projects support Composition analysis and participation exercises Monitoring and reporting Management of schemes/initiatives to increase recycling such as: HWRC bag opening, food waste campaign 	<ul style="list-style-type: none"> Oversee the operation of the re-use shop Managing volunteers—recruitment, induction Manage financial aspect Pricing Customer service Stock management and rotation Climate change emergency project development and implementation Communications and campaigns to improve recycling Educational work with schools, communities, organisations, businesses One planet centre educational programme Keyholder Enforcement, S.46, FPNs 	<ul style="list-style-type: none"> Day to day running of reuse shop and development of future shops Overseeing volunteers Cash handling, reconciliation & banking Pricing Customer service Stock handling Weights for reporting Work on HWRC to re-stock shop—harvesting Educational support where necessary General tidiness and housekeeping Keyholder Administration support as necessary

Data & finance officer	Business apprentice (data and finance)	Waste collections HGV driver team leader	Waste collections operatives	Manual Sweeoeer	Mechanical Sweeper
<ul style="list-style-type: none"> • Agresso approver up to £10k • Bag and container procurement and stock management • Line management of support officer • Manage systems for appropriate management of waste data • Performance and trends, identifying any areas for improvements or issues. • Reconciliation of invoices and contractor • Waste Dataflow • Day to day contact for activities on the HWRCs and transfer stations • HWRC/transfer station inspections and bulky waste contractor inspections • Complaints management • Manage the system/process for the HWRC permits 	<ul style="list-style-type: none"> • CA site enquiries and complaints • Support on waste data • Support on waste contract finance • Requisitioner • CA site resident permits • CA site van and trailer permits • Assistance with production of leaflets/materials • Payroll 	<ul style="list-style-type: none"> • To drive in accordance with the relevant policies, carry out daily safety checks of the vehicle, ensuring that any defects are recorded and proactively utilise any relevant in-cab technology • ensure the crews are undertaking collections in a safe and efficient manner in line with policies H&S etc • To be directly responsible for the cleanliness of the vehicle • To ensure the route risks assessments are kept up to date • To liaise with the public as appropriate and monitor that crews are being polite, courteous and helpful • To ensure crews are correctly monitoring for contamination of recycling/food and garden waste and are following the correct procedure 	<ul style="list-style-type: none"> • To collect recycling and waste from households and businesses • To collect and load domestic and trade recycling/waste in an efficient and safe manner. • To ensure that the area is left in a clean and safe condition after collections have been completed and all receptacles are replaced safely and courteously • To monitor contamination in recycling collections (dry, food and garden waste) and undertake the set procedure and update incab when necessary to support driver • To act as Relief HGV Driver and Relief Sweeper Driver as the need arises and if relevant experience and licence is held, (Driver rate will be paid as and when these driving duties are carried out. Please refer to separate JDs for these roles if applicable). 	<ul style="list-style-type: none"> • To empty litter bins • Carry out litter picking to open spaces, verges and hard surfaces within our towns and rural vilages • Sweep hard surfaces as would be required this would be inclusive of the removal of dog faeces and glass. • To safely remove and store sharps as and when identified in accordance with the safe working practice. This only as and when the relevant sharps awareness accreditation has been undertaken • To remove weeds manually from kerbs and base of buildings etc. • To undertake other cleansing operations as required and when relevant training has been undertaken 	<ul style="list-style-type: none"> • To operate a mechanical sweeper in an efficient and safe manner on our roads and footpaths as directed by the relevant schedule and safe working practice. • To empty litter bins and remove litter as required. • To ensure that the sweeper is kept in a clean condition and that daily safety checks are carried out with any defects being reported to the line manager immediately. • To complete all paperwork that would be relevant with the post for example daily, weekly and monthly schedules • To work with colleagues on determining the most efficient and effective sweeping schedule

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Grounds and cleansing Manager	Senior Grounds Officer	Contracts and systems officer (grounds)	Business support officer (grounds)	External Contracts officer	Contracts officer
<ul style="list-style-type: none"> Overall responsibility for grounds and cleansing service Grounds budget management £3m GI and Litter strategy Line management of grounds and cleansing team Staff morale and culture Contract management £1.5m income Efficiency improvements across grounds and cleansing Modernisation strategy Procurement Performance management 	<ul style="list-style-type: none"> Line management of relevant officers Management of grounds workshop income and expenditure Manage internal and external contracts with MHA, community councils internal clients etc Systems and digital solutions Continual process review and improvement Play park project management and design, quotes income targets Internal and external contract scheduling Round scheduling and efficiency Service monitoring and reporting - KPIs GIS: accurate information at all times on local info and monmaps Deputise for Grounds and Cleansing Manager 	<ul style="list-style-type: none"> MHA, community councils, internal clients customer relationship management Service scheduling and direction of staff carrying out MHA and internal works Market and quoting for ad hoc and scheduled works Digital solutions improvement, implementation and maintenance Systems and process review Support with mapinfo, GIS Support with implementation of changes Data collection, monitoring Support with process review and improvement Support senior grounds officer and deputise where necessary 	<ul style="list-style-type: none"> Grounds enquiries and complaints Income and expenditure for fitting shop Admin support for depots and frontline Requisitioner GIS mapping support Payroll 	<ul style="list-style-type: none"> Customer relationship management of external clients, Aneurain Bevan HB, Gwent Police, Developers, Bron Afon, etc Quoting for ad hoc and scheduled works Service scheduling and direction for external teams Income and expenditure management on external works Sales and marketing Support with implementation of changes Data collection, monitoring Support with process review and improvement Support senior grounds officer and deputise where necessary 	<ul style="list-style-type: none"> Grounds enquiries and complaints regarding internal and external works Maintenance and administration of grounds system and contracts including supporting budget forecasting Administration of all contract work and income expenditure monitoring, contracts renewals invoicing of £1.5m works Maintain contracts and customer and internal relationships Complaints/complements monitoring and reporting Requisitioner Management of PO process - supplementary packs, year end etc GIS mapping support Support with process review and improvement Payroll support where necessary

Supervisors (x2)	Deputy supervisors (x3)	GI and Litter Strategy Officer	GI and Litter Education Officer	Tree Officer	Grounds team leaders	Grounds Operatives
<ul style="list-style-type: none"> Line management of grounds and cleansing staff Staff morale and culture Recruitment Performance management Ensure compliance with all H&S procedures through checks, inspections etc Completion of risk assessments, safe working practices and risk assessments Respond to public complaints and make visits where necessary Asset and fleet management, liaising with transport dept CICO performance appraisals Disciplinary (investigations, hearings, appeals) Absence management reviews Leave management Timesheet authorisation including agency staff Inductions Training 	<ul style="list-style-type: none"> Working deputy Assist supervisor with morning work allocation/organisation Grounds experience essential Quoting for ad hoc work, schools, community councils etc Supervisor cover for holidays and sickness (see supervisor responsibilities) Return to work interviews Spot-checking and inspections CICOs Disciplinary (verbal and written warnings) Training Inductions 	<ul style="list-style-type: none"> Line management of relevant staff Develop and implement strategic projects in regardsd to GI, Trees and Litter Oversee Caru Cymru projects Seek external funding for development and management of open spaces and play parks in conjunction with Friends of groups Staff morale and culture Recruitment Performance management and training Respond to public complaints and make visits where necessary CICO performance appraisals Disciplinary (investigations, hearings, appeals) Absence management reviews 	<ul style="list-style-type: none"> Caru Cymru project management support Litter Strategy and Litter Champions coordination and projects delivery Manage input of 150 litter champions Support Friends of groups Climate change emergency project development and implementation Education and awareness, Social media, Communications/campaigns, One Planet Centre Support Reuse Shop running and development 	<ul style="list-style-type: none"> Management of council owned tree assets QTRA of assets across grounds, highways, countryside estates Work closely with Planning Tree Officer on heritage trees Conserve trees and develop and implement climate change emergency planting projects Completion of risk assessments, safe working practices and risk assessments Respond to public complaints and make visits where necessary Absence management reviews Leave management Timesheet authorisation including agency staff Inductions Training 	<ul style="list-style-type: none"> To lead ground maintenance teams and ensure the team are undertaking the activity in a safe and efficient manner. PPE HAVS etc Ensure that all relevant safety checks for plant and machinery is carried out and responsible for cleanliness of vehicles and plant. To ensure that plant and machinery is operated in accordance with relevant policies and safety practices, To ensure that all schedules and other relevant documentation is completed timely and accurately. To assist the Deputy and Area Supervisors in the compilation of Risk Assessments, informing them of any changes, eg identifying hazards. To liaise with clients and the public as appropriate whilst carrying out duties and monitor that the team are being polite, courteous and helpful 	<ul style="list-style-type: none"> Grass cutting activities using both hand held and ride on equipment to open spaces, schools etc. Assist with grave digging and cemetery related tasks when suitable training has been given. To maintain horticultural features inclusive of shrub bed and areas of annual bedding. To carry out the marking and maintenance of various sports facilities. To undertake landscaping of open spaces. Arboriculture work To empty litter bins and to carry out litter picking to open spaces, verges and hard surfaces (reactive or proactive/scheduled). To ensure that vehicles are kept clean and that daily safety inspections are carried out. To ensure that all plant and machinery is used in accordance with manufactures advice and instruction.