Role profile – Waste Operations Manager

Location: Green Lane Depot, Green Lane, Heywood
Grade: 10
Hours: 37 hours per week with operational flexibility

Lead a service that matters.
We're looking for an experienced and driven operational leader to manage the delivery of waste and recycling collections across Rochdale. This is a key frontline leadership role, responsible for ensuring residents receive safe, reliable and efficient services every day while helping shape the future of waste operations through service improvement, technology and innovation

Succeed at Rochdale

- Free Parking & fabulous transport links (located close to M62)
- Wellbeing support
- Lifestyle savings platform including gym membership
- Car leasing scheme
- Work with experienced and dedicated operational teams.
- Develop your career in a supportive learning environment.
- Make a tangible difference to communities across Rochdale.
- Be part of an organisation that is Pioneering, Passionate and Proud.

Overview – duties

- Lead the day-to-day delivery of waste and recycling collection services.
- Manage supervisors, drivers and frontline operational teams.
- Ensure safe, compliant and efficient service delivery.
- Monitor operational performance, productivity, budgets and customer satisfaction.
- Manage fleet, depot operations, staffing and resources effectively.
- Investigate service failures and implement sustainable improvements.
- Promote a strong culture of accountability, performance and customer focus.
- Work collaboratively with residents, elected members and key stakeholders.

Purpose – objectives

- Deliver reliable, high-quality waste and recycling services for residents.
- Provide visible leadership and support to frontline teams.
- Drive continuous improvement through effective use of data, technology and performance management.
- Build and maintain a positive health, safety and wellbeing culture.
- Ensure legal, environmental and operational compliance across the service.
- Improve operational efficiency, productivity and customer experience.
- Develop individuals and teams to achieve high performance and agreed outcomes.

Person specification

Assessed via Application Form/CV upload

Skills, Experience & Knowledge	
1. Experience of managing operational staff and supervisors and working with other teams. .	6. Experience of sickness absence handling, referrals, adjustments and report writing
2. Demonstrate experience and a working knowledge, understanding and application of Health & Safety in an operational environment and a strong commitment to building a compliant and open culture within the team.	7. Knowledge of waste management legislation, Duty of Care requirements, waste hierarchy principles, hazardous waste controls, waste transfer documentation, and local authority responsibilities for waste collection, disposal, recycling and enforcement. Knowledge of environmental permitting requirements, or willingness to gain the required technically competent person qualification.
3. Ability to plan projects, improve procedures, deliver briefings and manage customer or elected-member issues professionally	8. Ability to manage budgets, vehicles, equipment, contracts and other resources to achieve service and financial targets.
4. Possess good organisational skills and proficient in the use of ICT, including Microsoft office systems.	9. Ability to collect, research and interpret information and data to determine realistic productivity and performance targets and identify opportunities for improvement. To present this information both verbally and in written form.
5. Experience of disciplinary case handling, Health and safety investigation & report writing	10. Full UK Driving licence
Values	
Pioneering, Passionate & Proud	We are looking for a visible and approachable leader who embraces change, takes ownership of challenges and is committed to delivering excellent services for Rochdale's residents. **Please provide an example** of how you will lead by example, support your teams to succeed and help shape the future of waste and recycling services across the borough.

Person specification

The remainder of the person specification will be assessed at stage 2 of the recruitment process

Skills and experience	How assessed (A, I Assessment, Interview)
1. Educated to level 3/A level or equivalent relevant professional qualification	I
2. Demonstrate leadership qualities and responsibility. Ability to delegate tasks to Supervisors and operational teams fairly and monitor progress	I
3. Proven record in the ability to identify, plan and prioritise projects and tasks to ensure deadlines are achieved and report on outcomes. To contribute to wider projects across Environmental Management including business planning	I
4. Have a confident and professional manner and be well organised with good time management skills. Works to personally set deadlines with minimal supervision. Good ability to prioritise own work and maintain a focus on agreed targets	I
5. Customer focussed with excellent relationship management skills and a drive to ensure compliance across the service.	I
6. Flexible approach to work – may include occasional weekend and Bank Holiday working, attendance at evening meetings, and to be able to attend work at Green Lane depot from 6.30am at least once per week.	I