

# Job Description: Waste Operations Supervisor



<b>Function:</b>	Sodexo Live
<b>Position:</b>	Waste Operations Supervisor
<b>Job holder:</b>	
<b>Date (in job since):</b>	
<b>Immediate manager (N+1 Job title and name):</b>	Keith Field, Soft Services Manager, Ascot Racecourse
<b>Additional reporting line to:</b>	Paul Pasis-Oakwell, General Manager, Ascot Racecourse
<b>Position location:</b>	Ascot Racecourse

## 1. Purpose of the Job

- To ensure the efficient and effective delivery of high standards of cleaning across the Daily & Conference & Event areas of site and to manage all aspects of waste management services including events and racedays.

## 2. Dimensions

Revenue FY17:	£	EBIT growth:	N/a	Growth type:	n/a	Direct reports:	5
		EBIT margin:	N/a			Indirect reports:	0
		Net income growth:	N/a				
		Cash conversion:	N/a				
Characteristics							▪ N/a

**3. Organisation chart** – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**4. Context and main issues** – Describes the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to

- Manage a team of Waste operatives and to ensure they are all fully trained in procedures relevant to their role during events and race days as required
- Ensure that schedules for daily Waste removal are carried out with staff rostered accordingly to achieve these and within budget
- Undertake internal audits ensuring they are measured & documented against the agreed KPIs and that appropriate corrective actions are taken and recorded
- Comply with all Sodexo and Client site rules and regulations when carrying out waste tasks
- Meet requirements of all relevant Health & Safety and Environmental Legislation, including, but not limited to: Health & Safety at Work Act 1974, COSHH Regulations, and Waste Regulations

#### **5. Main assignments**

*This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.*

#### **Waste & Environment:**

- To supervise the segregation, storage and timely removal of all waste
- To supervise the external waste contractors and ensure they operate in a legally compliant and safe manner at all times including retaining copies of all appropriate waste licences and Duty of Care documentation
- To ensure the service yard waste area is maintained in a safe, controlled and hygienic manner at all times
- To ensure that all waste operatives are appropriately trained and comply with all legal obligations associated with their role
- In conjunction with the Soft Services Manager plan and implement the raceday waste operations across site including preparation of areas and post event waste collections, and scheduling/ training of agency staff.
- In conjunction with the Soft Services Manager implement programmes to champion correct recycling across site in order to increase recycling % and decrease general waste with the goal of zero waste to landfill

#### **Health & Safety:**

- Conduct COSHH assessments, risk assessments and document safe systems of work for all waste operations tasks
- Ensure all waste staff are trained and competent in all procedures relevant to their role
- Maintain authorised persons lists for each piece of equipment as required

- Ensure all tasks are conducted in accordance with all legislative, company and site health & safety policies and ensure that all hazards, accidents/incidents are reported to the site H&S officer in a timely manner.
- To ensure that all material safety data sheets for all chemicals used are maintained, updated regularly and are accessible to all staff.

**Other:**

- Compile weekly staff rotas to meet the requirements of Daily Areas, Conferences & Events and raceday waste support. To be reviewed by the Soft Services Manager to ensure all labour employed to deliver the service is maintained within agreed budgets
- Proactive monitoring and reporting on all waste team absences and sickness
- To participate in projects as requested to drive continuous improvement
- Attend team / client meetings as required
- Attend all relevant training courses as identified by the Soft Services Manager
- To ensure client relationships are always maintained – this includes all internal departments for both Sodexo and Ascot Racecourse Limited in addition to external clients and contractors
- Assist with the management of contractors related to waste
- To carry out any reasonable request to meet the needs of the business

**6. Accountabilities**

- Work with the Soft Services team to ensure all staff are fully trained to undertake work allocated
- Ensure skills are kept up to date with the latest processes and techniques in order to drive continual improvements in waste standards
- Promote and embed a positive Health & Safety culture across the team, ensuring that the department and all members of the cleaning team are compliant with all relevant H&S and statutory requirements pertinent to the area
- Provide leadership to the Waste Operations team and act as a role model to motivate and support the team to maintain a working culture that maximizes staff engagement
- Support other areas of the business as appropriate

**7. Person Specification** – Indicate s the skills, knowledge and experience that the job holder should require to conduct the role effectively

**Essential:**

- Full UK driving licence.
- Ability to organise workloads and to prioritise effectively.
- Excellent verbal and written communication skills.
- Flexible approach to working hours
- Professional and courteous manner
- Basic knowledge of health and safety and hygiene issues.
- Ability to learn
- To be able to motivate yourself for the duration of your shift

**Desirable but not essential:**

- Experience of Waste Operations within an event based venue
- First Aid qualification (training will be provided)
- Fork lift Licence
- Manual Handling Training

**8. Competencies**

**This role is Band A in terms of the competency framework**

**Growth, client and customer satisfaction:**

- Anticipate, recognise and respond to client and customer expectations and needs by tailoring solutions to deliver a quality service.
- Understand and deliver to the requirements of the Standard Operating Procedures as applicable to the role.
- Build trust and support of others by ensuring communications are timely, accurate and honest.
- A positive role model for the business and any team members being supervised.

**Leadership and people management:**

- Treats others with respect and dignity, demonstrating sensitivity for the values, views and needs of others.
- Effectively work alone and as part of a team.
- When supervising a team, ensure they are supervised to achieve the best results and commitment is encouraged.
- Set and maintain performance expectations.
- Demonstrates appropriate leadership style to achieve excellence and consistently role models values and behaviours.

**Innovation and change:**

- Analyses problems by weighing up options and consequences, making sound decisions in a timely manner.
- Able to think on feet, deal with challenging situations, take responsibility for problems as they arise and act decisively.
- Respond to feedback in a positive and proactive manner.
- Learns from mistakes and grasps key issues to make necessary improvements.
- Confident to know when to ask for help.
- Actively supports change and helps to create an environment that is receptive to change.
- Values the need for change.
- Sees change as an opportunity to grow and make continuous improvements for the benefit of the business.
- Address obstacles and resistance to change within the area of responsibility.

**Rigorous management of results**

- Prepared to go the extra mile.
- Considers the short and long term impact of decisions.
- Understands and works to achieve agreed SMART objectives.

**9. Management Approval** – To be completed by document owner

<b>Version:</b>	1	<b>Date:</b>	21 <sup>st</sup> September 2021
<b>Document Owner:</b>	Keith Field – Soft Services Manager		

**10. Employee Approval** – To be completed by employee

<b>Employee Name:</b>		<b>Date:</b>	
-----------------------	--	--------------	--