

Job Description and Person Specification

Assistant Waste Operations Manager

Job Details	
Grade	8
Service	Waste Services
Location	Whitley Depot
Job Evaluation Code	A6206

Coventry City Council Values
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:
Open and fair: We are open, fair and transparent.
Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.
Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.
Create and innovate: We embrace new ways of working to continuously improve the services we offer.
Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.
Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
Responsible for the continuous service improvement, development and day to day management of the Waste Services.
Support the Waste Operations Manager with the delivery of strategic priorities, ensuring the service reflects the changing needs, growth and development of the city.
Oversee the development and implementation of projects and initiatives to support the delivery of effective waste collection services.

Main Duties & Key Accountabilities

1. To assist in the management and delivery of a high quality, safe and customer focused domestic waste collection service.
2. To manage priorities and delivery of outcomes through effective utilisation and deployment of resources, service planning and routing.
3. To undertake a proactive approach to performance management that recognises good performance and identifies and manages poor performance by implementing and maintaining effective performance management systems and processes.
4. Using effective communication to create and promote a working environment that enhances workplace relationships and ensures colleagues are consulted and informed of relevant information and change and fully understand their role in the successful delivery of the services.
5. To create and maintain a culture of excellence in Health and Safety through: -
 - the development and management of risk assessments, safe systems of work and toolbox talks
 - the maintenance and monitoring of records relating to all accidents, incidents and near misses
 - the ongoing identification of workplace Health and Safety requirements, updates and communication
 - the identification, development and delivery of training requirements and maintenance of the training matrix
 - ensuring the workforce have the knowledge and skills required to safely undertake their roles
 - ensuring that unsafe practice is identified and managed accordingly
6. To effectively manage all employees in line with Council policy and procedure to include: -
 - Recruitment, training and development
 - Disciplinary and capability
 - Absence management
 - Appraisal and development
7. To be responsible for ensuring that service requests and queries are effectively investigated and resolved of in accordance with Council procedure including the monitoring and management of complaints.
8. To represent the Council in matters relating to Waste Services, deputising for the Waste Operations Manager as required.
9. To work collaboratively across the Council and with external stakeholders to identify joint working opportunities to maximise service delivery and outcomes for residents.

10. To support the management, co-ordination and motivation of a team of Supervising Team Leaders undertaking supervisor duties where required to ensure that services are delivered.
11. To assist the Waste Operations Manager in the delivery of designated budgets in compliance with City Council procedures, ensuring services are delivered efficiently and effectively and in line with financial targets.
12. To manage the waste education team in the development and delivery of initiatives to improve service participation and performance.
13. To ensure that all services always operate in line with Council procedure and relevant legislation.
14. Any other duties and responsibilities within the range of the salary grade.

Key Relationships

External:	Contractors	Internal:	City Services and other Council Teams
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Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

Waste Education Team

Supervising Team Leaders

Operational Staff

Person Specification	
Requirements	
Knowledge	Good understanding of the principles of waste management and waste and recycling industry and legislation
Knowledge	Resource management practice and techniques
Knowledge	Customer care and performance focused service delivery
Knowledge	Employee performance management practice and techniques
Knowledge	Health and Safety legislation and requirements in a working environment
Skills And Ability	Verbal and written communication skills
Skills And Ability	Ability to lead by example and motivate teams of individuals
Skills And Ability	Ability to plan, organise and prioritise service delivery
Skills And Ability	ICT Literate
Experience	Management and delivery of high-quality services within an operational, customer focused environment
Experience	Managing change and maintaining effective employee relations
Experience	Delivering services efficiently and effectively and in line with financial targets
Qualification	A management qualification relevant to the role or equivalent experience
Qualification	Certificate of Technical Competence Level 4 or willing to work towards.
Special Requirements	Able to work flexibly to meet the needs of the service including weekends as required
Special Requirements	Able to travel independently across Coventry and the sub-region.

Declaration			
Reviewed/Created By:	Sarah Elliott		
Job Title:	Strategic Lead for Environmental Services	Date:	05/01/2026

