



number one for
service and value

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Contract Supervisor (Waste and Street Cleansing)	Grade: PO1
Section: Contracts and Leisure (Waste and Street Cleansing)	Directorate: Environment and Community Services
Responsible to following manager: Contract Manager (Waste and Street Cleansing)	Responsible for following staff: Not applicable
Post Number/s: RWE7050	Last review date: April 2016

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

Responsible to the Contract Manager to assist in the monitoring of contracts across the waste and street cleansing services primarily for Richmond, including the overseeing and monitoring of performance, safe systems of work and quality assurance. To provide timely performance information to enable more effective contract management and to inform the need for any improvements to the services.



Specific Duties and Responsibilities:

1. Oversee and monitor performance management, quality assurance, contract monitoring, business information and information governance for management of the waste and street cleansing contracts to ensure required contractual standards are achieved.
2. Monitor contractors undertaking waste management and street cleansing services and issuing instructions to contractors, as required, in respect of unspecified/emergency works.
3. Investigates problems and performance failure by a contractor and institute remedial action on matters concerning waste refuse collection, recycling, street cleansing, community toilets scheme and street trading services and, as appropriate, issue 'Rectification', 'Default' and 'Damages Notices' for non-performance, according to the appropriate contract.
4. Maintain regular and close liaison with the Inspection and Enforcement Team for seeking assistance and support with inspections and monitoring of refuse collection, recycling, street cleansing and street trading activities. Also, for assisting with effective enforcement of waste legislation including obtaining evidence and reporting on offences against waste management legislation.
5. Assist in ensuring that the operations and procedures of the waste and cleansing team and its contractors adhere to the requirements of the relevant health and safety legislation and codes of practice and that safe systems of work are employed.
6. Responds to correspondence, emails and telephone calls on waste management, street cleansing services and other associated team functions from the public and others.
7. Report back to service managers on contract performance and quality assurance.
8. Improve the range and quality of the procurement and contract management information sources.
9. Ensure that performance management mechanisms are in place with suppliers to monitor the extent of progress and achievement of outputs and outcomes.
10. Produces appropriate monitoring documentation and develops and maintains a robust monitoring system to ensure the effective delivery of services.



11. Assist the Contract Manager in acting upon the findings of monitoring, working in partnership with the contractor and (as relevant) other Council services to ensure the development of improved service performance for service users. To contribute to review of performance and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the services.
12. Ensures that financial, usage and performance management information is provided by the contractor within agreed timescales and that is relevant, comprehensive and accurate and assists as required in reviews of performance measures.
13. Assists in ensuring that the contractor adheres fully to the requirements of Health and Safety legislation and regulations required within the contract and ensure the maintenance of a safe environment for both service users and staff.
14. Assist in the preparation of any briefings for senior management and Councillors on the service and contract.
15. Represents the Council at meetings with contractors, residents, businesses, tenants and leaseholder associations, and others as directed by the Contract Manager.
16. Assists in the control of the Council's stock of containers used for the services – these may include recycling sacks, litter bins, bulk bins and recycling banks.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.



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Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Practical knowledge of a range of IT software and programmes.	A/I
Knowledge of waste management, legislation, regulation, standards and procedures.	A/I
Experience	
Experience of working with the public in a customer-facing environment	A/I
Experience of working with contractors, customers and stakeholders to	A/I



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improve service outcomes	
Experience of contract performance monitoring	A/I
Experience of answering queries and resolving problems	A/I
Skills	
Ability to multi-task in a busy environment	A/I
Ability to plan and manage complex and varied workload	A/I
Work to tight deadlines under own initiative	A/I
Excellent oral and written skills with the ability to produce and constructively present accurate and complex reports	A/I
Qualifications	

A – application form

I – Interview

T – Test

C – certificate