Epsom & Ewell Borough Council
Role Profile Template

Role Title:	Waste Services Technical Supervisor (Training & Compliance)
Job Family:	Technical / Supervisor
Service:	Waste Services
Location:	Operational Services, Longmead Depot
Reporting To:	Waste Services Supervisor

Role Purpose: ***Why the role exists and its contribution***	• To provide technical supervision, training, compliance assurance and operational support across Waste Services, ensuring services are delivered safely, legally and efficiently. • To develop and deliver training, maintain compliance records, review risk assessments and operating procedures, monitor adherence to legislative and Council requirements, and provide supervisory support as required. • As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.

Main Duties and accountabilities

Service Specific	• Support the Waste Services Supervisor and Waste Services Team Leader by providing day-to-day technical supervision, operational training, compliance assurance, risk assessment reviews and health and safety advice across domestic, trade and bulky waste collection and recycling services. • Where the postholder holds the appropriate Category C driving licence and Driver CPC qualification, they may provide occasional LGV driving support at the request of line management. This is an additional capability and not an essential requirement of the role. A pro-rata payment will be made where this duty is undertaken. • Develop, produce and deliver training and toolbox talks, provide technical advice, and undertake and accurately record compliance checks for approximately 34 operational staff, including agency workers where required. Provide additional training and compliance support to office and supervisory staff as necessary. • Act as the primary operational point of contact for Waste Services training, compliance assurance and associated health and safety

	matters. • Review and update risk assessments, safe systems of work and operating procedures for approval by line management. Assess whether controls are implemented and effective. • Deliver training and toolbox talks; investigate accidents, incidents, near misses, complaints and reported breaches; identify root causes; recommend and monitor corrective actions through to completion; and evaluate their effectiveness. Maintain accurate and auditable records, and promptly escalate any matter presenting a serious or imminent risk, potential statutory breach, or significant service failure. • Maintain accurate and secure compliance records, including training records, competency assessments, risk-assessment reviews, inspection and audit findings, accident, incident and near-miss reports, vehicle and equipment checks, and corrective-action logs. Monitor review dates and outstanding actions, provide regular exception reports to line management and retain evidence in accordance with Council procedures.
Generic Duties	• Working under the direction of the Waste Services Supervisor, provide day-to-day technical guidance and coaching to operational teams, promoting the consistent application of procedures, training requirements and safety controls. This contributes to safe, reliable and high-quality service delivery across Epsom & Ewell Borough. • Undertake technical or operational activities only where necessary to support training, inspections, compliance activities or authorised operational cover, and only when appropriately trained and equipped. • Participate in learning provided to perform role successfully and to the standards expected. • Coordinate and monitor activities against designated targets and agreed work schedules, ensuring that relevant standard operating procedures, risk controls and training requirements are followed. • Respond to operational issues within the role's training, health and safety, and compliance remit, including collection or vehicle issues that may affect the safe delivery of services. Take appropriate action within delegated authority and escalate significant service, staffing, safety, or compliance concerns to line management. Responsibility for overall day-to-day service delivery and people management remains with the Waste Services Supervisor and Waste Services Team Leader. • Provide instruction and assurance on the safe use of specialist equipment, technical plant, general tools and hand-operated power tools relevant to waste operations and use such equipment when required and appropriately trained. • Plan and undertake operational inspections, observations, audits and compliance checks against legislation, Council policies, risk

	assessments, safe systems of work, operating procedures and training requirements. Record evidence and findings accurately, grade and communicate areas of non-compliance, agree responsible owners and deadlines, verify that corrective actions have been completed and are effective, and escalate overdue, significant or recurring issues to the Waste Services Supervisor. • Wear the appropriate uniform and protective clothing provided and behave in a way that promotes the professionalism of Epsom & Ewell Borough Council • Operate in a manner that protects your own health and safety and that of others in accordance with the Health and Safety at Work etc. Act 1974. • Take prompt, proportionate action when unsafe practice or non-compliance is identified, including stopping or suspending an activity where there is a serious or imminent risk, preserving relevant evidence, notifying the appropriate manager and supporting any required investigation. • Ensure that concerns, breaches, trends and improvement opportunities are formally recorded and reported so that the Council can meet its statutory, regulatory and internal governance obligations. • Work across the various refuse and recycling teams as required and produce clear, evidence-based compliance reports for the Waste Services Supervisor. • Attend departmental and depot health & safety meetings, compiling relevant information (such as compliance and accident records) for discussion therein. Support the induction, instruction and day-to-day oversight of temporary and agency employees, ensuring they understand safe working practices and operational requirements • Working hours will be flexible subject to discussion with the Waste Services Supervisor but will include early mornings and working Bank Holiday Mondays.

The key decision making areas in the role
The need to exercise judgment or decision making The extent of instructions/guidance followed and the level of detail available Organisation of workload and priorities Interruptions which make attention or concentration difficult. Discretion in decision making including unexpected problems/situations

The accessibility of colleagues and managers for consultation/advice Information handling Developing plans or strategies
Customers and contacts
Knowledge of other service areas within the Council/Authority Contact with clients/customers The needs of clients/customers for whom responsible

Dimensions of the role	
Financial	**Non-financial**

• Assist the Waste Services Supervisor in managing the annual training budget approximately £9,000 • Contribution through operational management to control of annual incomes approximately: £800,000 garden waste subscriptions £590,000 trade waste collection charges £60,000 bulky waste collection charges • Contribution to setting or monitoring targets or budgets and their value	Assist the Waste Services Supervisor in the management of: • Providing relevant training, advice and compliance checking to: • 34 operational staff including agency cover as necessary • Waste Services Supervisor and Waste Services Team Leader • Three key frontline services delivering in excess of 500,000 collections per month, including to all households every week and over 500 businesses • Emotional stress from the circumstances or behaviour or people • The impact of your decision making on customers • Implementing and enforcing regulations • Health and safety of customers • The supervision and management of employees, including number • checking and evaluating work of others • provision of training, development and guidance

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
'IOSH' Managing Safely, or willingness to obtain the qualification within six months through fully funded training	E	Y	Y
LGV Category C licence and Driver CPC qualification, or willingness to obtain these qualifications where supported by the Council.	D	Y	Y
Qualification in training, assessment or instructional techniques, or demonstrable experience of designing and delivering operational training programmes and toolbox talks.	E	Y	Y
Knowledge and Experience			
Substantial experience of waste operations, collection systems and associated vehicles	E	Y	Y
Experience of delivering workplace training, toolbox talks or practical instruction, risk assessments, incident investigation or demonstrable capability to do so	E	Y	Y
Detailed practical knowledge of health and safety and operational compliance in a waste-services environment, including risk assessment, safe systems of work, incident investigation, audit and inspection techniques, evidence and record keeping, corrective-action management and appropriate escalation of statutory or procedural breaches	E	Y	Y
Skills			
Ability to develop training presentations, toolbox talks, write handbooks and training manuals	E	Y	Y
Ability to develop engaging communications materials, including posters, toolbox talks, awareness campaigns and behavioural reminders	E	Y	Y
Ability to maintain accurate, concise and audit-ready compliance records; analyse inspection and incident data; track corrective actions to completion; and prepare clear reports identifying exceptions, trends, overdue actions and residual risk	E	Y	Y
Training, coaching, staff development and motivational skills, including the ability to provide clear direction and escalate operational issues appropriately	E	Y	Y
Communication skills – written and oral	E	Y	Y
Working under pressure and to deadlines	E	Y	Y
Additional Requirements			

Must be legally entitled to work in the UK.	E	Y	Y
Flexibility to work variable hours including early mornings, plus evenings and weekends may occasionally be required	E	Y	Y