Job Summary

Post Title	Senior Operations Safety and Compliance Officer	**Pay Grade**	G8
Directorate **Service Area**	Communities Neighborhood Services	**Line Manager**	Head of North Waste Collection and Street Scene Services
Work style **Location**	Fixed Pembroke Road	**Job Family & Role Profile**	Technical T08O
DBS Check Required?	NO		

Section 1: Job Purpose and Job Context

This role is the responsible lead for the compliance of health, safety and wellbeing initiatives across the high-risk operational delivery of frontline in-house statutory services across North Buckinghamshire; waste collection (domestic and commercial), street cleansing, grounds maintenance, workshop vehicle maintenance and a waste transfer station. As a shared resource, the role also provides assistance to relevant pieces of work across the Neighbourhood service area, including contracted operational services in South Buckinghamshire.

The role is the technical lead of the Health and Safety Management System and is responsible for ensuring all operational functions are supported by specialist and auditable records, including risk assessments, safe systems of work and inspections.

The role identifies and implements service wide operational health and safety strategies which ensure that services are delivered safely and in line with compliance requirements, including how services must adapt to changes in legislation.

The role is also responsible for identifying, organising, designing and delivering training to all levels of staff.

The role is accountable for accurate incident and accident record keeping and is to produce regular reports which present to key stakeholders KPIs, trend analysis and improvement strategies.

The role will support strategic health, safety and wellbeing initiatives defined Council wide, in addition to providing solutions to changes in legislation across Neighbourhood Services, including developing internal policies that accommodate operational requirements.

Section 2: Main Responsibilities and Duties

- Responsible for ensuring services are compliant with legislation such as the Health and Safety at Work etc. Act, Workplace (Health, Safety and Welfare) Regulations, Manual Handling Operations Regulations, LOLER, PUWER HAVS and Noise regulations.

- Responsible for the effective day to day leadership of health, safety and wellbeing operational initiatives, ensuring arrangements are in place and follow the HSE Managing for health and safety (HSG 65) and take the approach of 'Plan, Do, Check, Act'. Apply a check and challenge culture and ensure this is embedded within the working environment.

- The role holder must have an in depth understanding of health and safety compliance requirements within the sector and be an advocate to ensuring they are embedded and maintained.

- The role holder is the owner of the service areas Health and Safety Management System and must ensure that all record keeping is maintained to a high-quality audit standard, this includes risk assessments, safe systems of work, safety data sheets, COSHH assessments etc. The role holder will take an active part in their development, in addition to supporting Supervisors/Managers in their production and maintenance.

- The role holder must ensure adequate fire and first aid arrangements are in place.

- Develop and maintain professional working relations with external industry experts such as the HSE and WISH to ensure that the service area adapts to legislative changes.

- Provide technical advice in the field of waste and street scene services, supporting the implementation of strategic plans, annual service plan which align with budget setting.

- Develop and present high quality business cases and options papers that meet corporate, service and legislative requirements.

- Ensure that accident, incidents and near misses are reported in a timely and accurate manner by ensuring all data is accurately recorded. Ensure RIDDORs reports are appropriately investigated. Root cause analysis and the implementation of risk mitigation is required.

- Collate accident, incident and near miss data and present reports/presentations to a varying degree of stakeholders on KPIs, trend analysis and improvement plans.

- Co-ordinate the response in the event of a major incident / emergency response / exercises.

- Lead in health, safety and wellbeing communication across service areas, including chairing engaging meetings with senior management, attending tool box talks, team meetings, displaying information across depots and writing articles for newsletters.

- Initiate, build and maintain good working relationships amongst a large frontline workforce with the ability to tailor communication to respond to a diverse workforce.

- Develop and maintain good working relationships with Trade Unions and internal teams such as the other services within Neighbourhood Services and wider teams such as Corporate H&S, Public Health, HR, Communications, Environmental Health and Facilities/Property Management.

- To take an active part in service area risk management, business continuity plans and resilience strategies contributing across Neighbourhood Services.

- To take an active part in contractor management, reviewing and approving RAMs, in addition to issuing and storing accurate permits to work.

- The role holder is required to take part in an on-site Duty Manager Rota with shifts running between 6am and 6pm. As Duty Manager, the role holder is responsible for responding to any escalated accidents or incidents. On average the post holder will cover 2 shifts per week.

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud
Ambitious
Collaborative
Trustworthy

- Ensure that the work and role focus support the Council's vision and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart.
- Role holders will also be expected to suggest improvements to working methods and spot opportunities for commercial or service development and actively pursue these.
- Act in a commercially minded way in accordance with the Council's values and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable.
- Comply with the Council's policies, procedures and governance frameworks, including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety.
- The Council has a set of defined principles, policies and procedures and the role holder will work within this policy/procedural framework under the managerial control.
- Given objectives and resources, jobholders at this level are expected to work with minimal supervision. Management is generally by reviewing end results on a regular basis.
- The role holder will have considerable latitude to deviate from established procedures and practices in order to react to changing business and environmental demands, and to ensure continuance of a commercial, customer focused service. They will be expected to organise their own workload around customer needs and commercial/environmental priorities.
- The role holder will be expected to develop and support initiatives to improve customer service, develop/improve service delivery and seek profitable commercial and market opportunities.
- The service is highly visible to customers and role holders are expected to represent the council in a professional and positive way.
- Ensure all employees demonstrate respect and dignity at all times.
- Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership.

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: **Knowledge, Skills and Experience**	**Job Specific Examples**	**Essential**	**Desirable**
Substantial relevant experience of delivering health, safety and wellbeing compliance leadership in operational waste collection, street cleansing and grounds maintenance operations, ideally in the public sector.	In-house collections and Street Scene Services.	✓	
Extensive knowledge and experience of implementing and maintaining compliance of health and safety legislation and regulations.	Health and Safety at Work etc. Act 1974. HAVS Noise	✓	

	PUWER LOLER Manual Handling		
Knowledge of fleet operations in accordance with an active Operators Licence.	Driver hours, Operating Centres etc.		✓
Knowledge of Environmental Permitting requirements.	Fire prevention plans.	✓	
Expert knowledge and understanding of technical working practices within the waste collection industry.	Environmental Protection Act 1990. Waste Framework Directive 2008. Controlled Waste Regulations 2012. Environment Act 2021.	✓	✓
Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work to ensure standards, outcomes and deadlines are achieved.	Quality review of work package to evaluate achievement of customer requirements.	✓	
Excellent communication skills, both written and verbal, with the confidence and ability to explain technical information to a range of audiences.		✓	
Experience in contractor management in an operational environment	RAMS and permits to work	✓	
Qualifications		**Essential**	**Desirable**
Relevant degree, ideally in waste, environmental or health and safety management			✓
NEBOSH qualified or equivalent		✓	
Ability to obtain additional certificate of professional competencies		✓	
First Aid trained		✓	
Mental Health First Aider		✓	
Other Requirements		**Essential**	**Desirable**
Full driving license required		✓	
Shift patterns (between 6am – 6pm)		✓	
Flexibility and willingness to work out of hours if required		✓	
Politically Restricted Post The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor. There are broadly two categories of restricted posts: Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.		**N**	
This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • Unspent convictions and/or unspent conditional cautions only For further information on how long it takes for convictions and conditional cautions to be spent, please refer to Nacro's *guide* on the Rehabilitation of Offenders Act.		**Y**	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.

Additional Information for Job Evaluation

The information provided hereafter is required for job evaluation purposes only, and does not form part of the job summary and should be removed prior to using the job summary for recruitment advertising or selection processes.

New Role	Yes	**Grade**	8
Post number(s)		**If not a new role, what is the legacy council?**	
If a previous BCC post, please provide the original job evaluation number if possible.			

Communicating and Influencing

Which of the following components is likely to be required of the job holder (tick all that apply):

✓	Component	Activities	End Result
✓	Courtesy	Communicating skills less important than procedural skills. 'Getting along' with people effectively.	Customer/contact is well treated
✓	Tact		
✓	Provide information		
✓	Understand	Uses technical knowledge to cause action or acceptance. Group leaders/technical supervisors/technical negotiators	Action or acceptance
✓	Influence		
✓	Rational arguments		
✓	Develop	Skills critical in changing behaviour of others. Most managers/negotiators/mediators	Behavioural change
✓	Motivate		
✓	Inspire		

With whom does this role have regular work contact? Internal/external customers, clients, senior managers, members, partnership organisations, external bodies.

Which key stakeholders does this role have to work with to be successful? As above

Planning

What sort of deadlines does this role work to? (tick all that apply):	✓	**Job Specific Examples**
Short term (1-6 months)	✓	Daily operational logistic and decision making. Risk Assessment reviews
Medium term (up to 12 months)	✓	Designing and delivering training
Long term (1 year plus)	✓	Implementing policies/strategies

Forward planning requirements (tick all that apply):	✓	**Job Specific Examples**
Up to 3 months		Operational activities, e.g. inspections
1 year		MTFP activities, operational efficiencies, service plans
3-5 years	✓	Planning for new operations or a change in legislation

Problem Solving

Job holder will: (tick the closest fit):	✓
Work with exact instructions, with minimal or no latitude to deviate from these	
Work with specific instructions and standards, with some predefined options to choose from	
Work with well defined, somewhat diversified procedures, with the requirement to prioritise and organise work	
Be told what to do with options on how; post holder will have choice over which procedures to use and in which order to use them	
Be told what to do, free to think about how; post holder will need to develop procedures and processes	✓
Be told what to do in very broad terms, post holder will need to develop plans, set priorities, and develop processes to achieve objectives	

Job holder will use the following thought processes: (tick all that apply):	✓	Overview
Recognise/recall	✓	'This is the answer'
Sort	✓	'Which is the answer?'
Search	✓	'Where is the answer'
Analyse	✓	'Is this the right question?'
Interpret	✓	
Evaluate	✓	

Decision Making and Accountability

Level of supervision will be (tick the closest fit)**:**	✓

Closely controlled, on a continuing or hourly basis	
Controlled, less stringent, allows scope to follow standing instructions until told otherwise	
Standardized. Supervisor checks in both on a periodic basis and after the fact.	
Generally regulated. Review may be at the end of the day or week and is after the fact. Assignments specify both 'what' and by 'whom'	
Clearly directed. Achieves objectives within approved plans. Post holder determines 'how' and 'when'. Monthly/annual focus.	
Generally directed. Establishes end results and annual objectives for service/business unit. Takes action and commits resources.	✓

If this role manages a budget please indicate the size of the budget: N/A

If this role monitors a budget please indicate the size of the budget: N/A

How many direct reports does this job have in its reporting line? N/A

Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. N/A

How many indirect reports does this job have in its reporting line? N/A

If the role does not manage/monitor a budget or manage staff please indicate the nature of the role choosing the closest fit from the below options.

Description: (tick the closest fit)	✓
Ancillary - Provides incidental support services, which may include simple tasks such as filing, cleaning for example	
Supportive - Provides support service usually of an informational/recording nature within a department, OR operates/maintains secondary or support equipment or machinery	
Operational - Provides a support service of a facilitating or interpretative nature across one or several departments OR operates/maintains major technical equipment OR coordinates practical/personal support services, typically through others to groups of clients	
Analytical – Provides a specialized service, usually of an analytical, diagnostic and advisory nature OR operates/maintains critical, highly complex equipment or systems that are core to the business	
Guiding – Leads an identifiable area of activity such as employee teams/projects within well defined parameters OR provides advice and guidance within an area of expertise at the framework/policy development level	
Effecting – Delivers results from operations comprising multiple related teams performing diverse activities OR ensures the delivery of strategic programs OR leads the provision of functional policies and frameworks that enable organisational performance	✓

What are the top three key decisions this role would be responsible for?

1. Being able to react quickly and make sound decisions in relation to often unplanned matters whilst ensuring compliance is not breached.
2. Reprioritising based on accidents/incidents.
3. When to escalate issues.

What decisions are referred to the line manager?

1. Large scale budget and service implications.
2. Unsafe practices that warrant suspension/immediate intervention.
3. Major accident and incident decisions.

Re-Evaluations

Any other information
Please use this area to provide any other relevant information that is not covered elsewhere.

Please add an organisational structure chart to the job evaluation request if this is available.