

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title: RWS Supervisor (Recycling / Domestic/ Garden/ Food)		
Directorate: Operational Services		Service: RWS
Post No:	Grade: 8	Date of Issue: March 2026
Responsible to: Collections Support Manager		

Main Purpose of Job:

1. To support the Operations Manager/Support Managers in the day-to-day delivery of the waste collection services.
2. To be the first point of contact for operational advice/support/direction providing support to driver team leaders and operatives.
3. To ensure a high level of performance and safety within the RWS team. Leading by example, encouraging and motivating individuals and teams to achieve high levels of operational excellence and quality of service delivery and maximum team effort and output.
4. To maintain a positive, solution-based, safety first approach, to managing operational service requirements and challenges and working with colleagues to balance operational resources to the requirements of planned and responsive services.
5. To foster a One Team approach within the service.

Main Tasks/Duties/Responsibilities

1. To support the Collections Support Manager with the morning operations, including opening up, assigning work and vehicles and assisting with adhoc staff and vehicle changes.
2. To facilitate and motivate driver team leaders to work together to ensure daily service completion. Monitor and prevent disagreements from disrupting work.
3. To communicate with the other RWS supervisor(s) to ensure that the service is delivered in an efficient and effective manner throughout the Borough.
4. To demonstrate positive behaviours & strive to improve performance through continuous improvement.
5. To actively manage the in-cab vehicle data, tracking and management system to control and deploy resources in the most efficient way, including:
 - a) Monitoring of waste collection progress and any necessary reassignment of workloads and resources to minimise fuel usage and to complete collection rounds as expediently as possible;
 - b) Monitoring of collection crew inputs to ensure real time data is being correctly recorded to the system;
 - c) The use of hand-held equipment during supervisory visits;
 - d) Communicating with drivers on key instructions and messages;
 - e) Supporting the Collection Support Managers in continually reviewing collection rounds.
6. To update the collection support managers on progress and escalate any issues throughout the day.
7. To ensure all staff use Bartec to its maximum capability and ensure collection routes are carried out with maximum efficiency.
8. Support the end of day debriefs.
9. Ensuring wash offs and vehicle checks (defecting) are completed to standard by carrying out regular inspections.
10. Working as part of a crew in either a Collections Driver /Team Leader or Collections Operative role as necessary.
11. To ensure risks and agreed safe working procedures are communicated to collections staff.
12. To ensure all equipment is used safely and efficiently.

13. To ensure that risk assessments, safe systems of work, COSHH assessments are adhered to at all times (e.g. use of a Reverse Assistant)
14. To ensure that employees are wearing the corporate uniform and required personal protective safety equipment required for respective activities at all Times.
15. Monitor compliance with the principles of all Manual handling activities, identify shortfalls and implement corrective actions.
16. To carry out Risk Assessments (for example site / route based) where required.
17. Ensure compliance with recording and reporting procedures for accidents, incidents or defects. Monitor, review and act on information received. Provide feedback to different groups within areas of responsibility.
18. Support the delivery of a regular schedule of toolbox talks and accurate recording of attendance.
19. Delivery of training such as Bin Lift, SSOW and accurate recording of Attendance
20. To mentor new drivers and/or loaders to help maximise their potential and to assist with annual staff appraisals.
21. Ensure team members are trained and competent for the tasks assigned to Them.
22. Continually monitor for opportunities for training & development of team.
23. To keep up to date with existing and changes to relevant Council policies and procedures and that they are followed and reinforced with all RWS team Members.
24. To assist and promote the aims and objectives to meet the council's Corporate Priorities.
25. Understand customer service policy/charter and behaviours expected and monitor compliance.
26. Ensure customers are treated in line with current customer care organisational standards and procedures, providing feedback where standards are not being met.
27. Provide customer feedback where required.
28. Promote a positive image of RWS. To always behave in a polite and courteous manner, recognising that you represent the Council in a

customer facing service.

Occasional Tasks/Duties/Responsibilities

Undertake work in response to unexpected emergencies, ie flooding, foot and mouth outbreaks etc.

General

To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.

To be proactive in personal and professional development, updating knowledge and skills by appropriate means and as agreed annually through the Council's Performance Appraisal Scheme.

To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.

To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy

To be aware of and adhere to the Council's Equal Opportunities Policy, Diversity and Inclusion Policy and the Dignity at Work Policy.

To undertake any other duties as may be reasonably allocated to the post holder commensurate with the grading and responsibilities of the post.

There is a requirement to work bank holidays.

Special Requirements

The postholder may be required to work in Streetscene as and when required.

The postholder must hold a full current valid, HGV Class 2 driving licence.

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.

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