



STATES WORKS

ASSISTANT MANAGER – SEWAGE COLLECTION SERVICE

EGI

JOB DESCRIPTION

MAIN PURPOSE OF ROLE:

States Works is an independent trading organisation responsible to the States of Guernsey through the Trading Supervisory Board. The business provides a wide range of municipal, maintenance and emergency services to the States of Guernsey and private clients. The business' workforce number approximately 240, with a turnover in excess of £14 million per annum.

The Sewage Collection Service is operated by States Works under a Service Level Agreement (SLA) with Guernsey Water. The Section is managed from the States Works complex at La Hure Mare, with the vehicle fleet based nearby at Griffiths Yard. The Section is responsible for the removal of some 165,000 loads of often septic sewage annually using its fleet of specially designed sewage tankers.

The post holder's primary function is to assist the manager in the management and supervision of the day to day operational activities of the Sewage Collection Service within a customer focused environment such that it meets the requirements of the business' many clients in a safe, effective and efficient manner. This includes the planning and organisation of the driver's daily work sheets, scheduling sewage tanker maintenance and repairs, monitoring the condition of driver welfare facilities both on and off site, assist with the production of business cases to support improved efficiencies and asset procurement, process and manage sickness and accident claims.

As being one of the main customer facing roles within States Works the post holder will be expected to lead and promote excellence in customer service and ensure that the section delivers the promises of the States Works Customer Charter

The post holder will be required to demonstrate a flexible approach towards working across the business and at times may be required to work outside of their chosen role.

RELATIONSHIPS:

The post holder is responsible to the Manager, Sewage Collection Service who in turn reports to the Senior Manager, Technical. He/she is required to liaise in an efficient and effective

manner with colleagues, States Committees, private organisations, work colleagues, members of the public, contractors and suppliers. He/she will have responsibility for a team of operatives.

MAIN DUTIES AND RESPONSIBILITIES:

- Provide leadership, supervision, direction and guidance to a team of PSE drivers (35) and Established support staff (2), dealing with capability, disciplinary and other related human resource matters in accordance with established policies and procedures.
- To collate and manage the distribution, collection and authorisation of driver day work sheets; manage holiday entitlement ensuring minimum levels of cover are maintained and for proactively managing sickness absence in accordance with established policies and procedures.
- To accurately record and approve overtime and any other additional payments.
- To lead and promote excellence in customer service and to develop customer services within the Sewage Collection Service, in line with the States of Guernsey and States Works Customer Charters.
- Support and identify ways in which to encourage and enhance a positive team culture and proactively initiate and champion corporate initiatives both for the benefits of the Sewage Collection Service and the wider States Works.
- Manage the planning and distribution of scheduled and emergency workloads.
- To deal with staff queries, and in the absence of the Manager, to act as the initial point of contact for Drivers in respect of any concerns regarding their work.
- To adopt a commercial approach to service delivery in order to achieve allocated objectives in the most economical and efficient manner, ensuring financial procedures are followed, budget controls met and that contracted work under your control achieves potential income. This includes checking information on allocation of costs and hours worked for input into the business units' job costing system and ensuring that jobs are closed accurately and in a timely manner.
- To assist the manager in the provision of operational and technical advice to customers and manage and develop the section's portfolio of contracts.
- Monitor and report against agreed customer and business unit performance benchmarks.
- To liaise closely with the business' Health and Safety Manager ensuring all relevant Risk Assessments are in place and regularly updated, that staff receive regular role specific Health & Safety training, 'tool box talks' and correct PPE.
- Undertake training in order to achieve certified competence particularly in management related skills.

- Carry out other ancillary duties as allocated by the Line Manager or members of the Senior Management Team.
- Willingness to work a Saturday morning every other week in tandem with the manager (overtime payments apply).
- To act as a duty Co-ordinator, participating in the Business' emergency call out team providing an emergency response resource 24 hours a day, throughout the year.
- To deputise for the Manager in his/her absence.

KEY CRITERIA:

ESSENTIAL

1. To possess excellent customer relations skills with a passion to deliver and motivate others to deliver above expectation.
2. Demonstrate ability to be assertive, deal with inter personnel conflicts, have good time and stress management skills and advise on continuous staff development.
3. Experience in the management and supervision of a semi-skilled team.
4. Ability to communicate effectively with good verbal and written communication skills.
5. A practical maturity with the ability to use own initiative to solve problems.
6. Confidence and diplomacy to deal with work colleagues, customers, suppliers and contractors.
7. The ability to produce accurate work under pressure and to prioritise workloads to meet deadlines.
8. Knowledge and experience in the use of bespoke scheduling programs and MS Office software, particularly Word and Excel.
9. Possess a good understanding of Health and Safety requirements with an ability to undertake the completion of Risk Assessments and Method Statements (RAMS).
10. Self-motivated with drive, enthusiasm and good organisational skills.
11. Flexible approach to working practices, including working overtime, unsocial hours and willingness to assist with the emptying of cesspits should the need arise.
12. To undertake further personal development training as and when required.

KEY COMPETENCIES:

The post holder will be required to demonstrate the following key competencies as contained within the States of Guernsey's Competency Framework, this in terms of leadership, accountability and teamwork.

LEADERSHIP

- Actively seek out and share experience to develop understanding and knowledge of own work and of team's business area.
- Draw together and present reasonable conclusions from a wide range of incomplete and complex evidence data – able to act or decide even when details are not clear.

TEAMWORK

- Promote the work of the service area and play an active part in supporting the public service values and culture.
- Encourage contributions and involvement from a broad and diverse range of staff by being visible and accessible.
- Value and respond to different personal needs in the team using these to develop others and promote inclusiveness.

ACCOUNTABILITY

- Monitor the use of resources in line with organisational procedures and plans and hold team to account.
- Develop, implement, maintain and review systems and service standards to provide quality, efficiency and value for money.

INTERPRETATION:

This job description gives an outline of the duties which the post holder will be expected to undertake but is not intended to be limiting as other duties may arise from time to time. It will be subject to review to ensure that it reflects the current duties and responsibilities of the post holder.