

Job Description

Waste Management Team Lead (Refuse Team Lead)

Reference: TN007

Date: April 2026

Job Family:	Transport and Neighbourhood Management/ Waste and Green Spaces Operation
Level:	2
Band:	5
Career Track:	Technical, Professional and Supervisory

Job Purpose

Contribute to the delivery of a safe, efficient, and high-quality refuse collection and recycling service. The role ensures waste is collected in line with agreed schedules, service standards, and health and safety requirements, supporting the cleanliness and wellbeing of the community.

Service Purpose

The primary purpose of Neighborhood Services is to work with local communities and other key stakeholder organisations to improve the physical appearance and quality of life within our communities, making them cleaner, more sustainable, self-sufficient and safer places. Neighbourhood Services is part of the Place & Regeneration Directorate, which is responsible for economic growth, regeneration, housing and environment.

Neighbourhood Services are responsible for a number of key council services including waste and recycling, environmental enforcement, street cleansing and grounds maintenance, bereavement services, fleet services and countryside services. These are high profile services that make a significant contribution to the delivery of our corporate plan.

Duties and Responsibilities

Operational Delivery

- Coordinates efficient and effective refuse, food, garden, recycling, clinical waste, industrial and commercial waste collections ensuring services meet agreed time, quality, and service standards.
- Supervises and motivates frontline refuse collection staff, providing guidance, induction, training, and supporting their development.
- Plans and schedules refuse collection rounds and bring-site servicing.
- Promotes positive employee relations, communicates policies and procedures, and supports a strong Health & Safety culture.

- Provides cover for the Senior Refuse Team Leader and completes required paperwork to record resources and work progress.
- Drives and operates specialist waste collection vehicles.
- Acts as the main point of contact for routine queries or complaints, liaising courteously with the public and service users.
- Works flexibly across frontline services, sometimes in difficult conditions, with physical demands and long periods of concentration, early starts, overtime, and emergency response duties.

Customer and Community Focus

- Engage with residents and service users in a courteous and respectful manner, providing information or advice on waste services when required.
- Ensure all work is completed to the expected quality, time, and service standards.

Health, Safety & Compliance

- Carry out all duties safely and responsibly, complying fully with relevant risk assessments and safe working practices.
- Comply with all NCC driver compliance standards.
- Record issues encountered during collections and ensures the appropriate paperwork is completed and shared with service users and supervisory staff.
- Manages stock and materials.
- Performs vehicle and equipment compliance checks and ensures safe working practices.

Teamwork & Flexibility

- Work collaboratively with colleagues to deliver work plans and maintain service quality.
- Respond to and resolve straightforward issues, referring more complex matters to the immediate supervisor.
- Work flexibly across other frontline teams to provide cover for peak demand, sickness, holidays, extreme weather, emergencies, and service requirements.

Person Specification

Professional and Technical Requirements

Qualifications

- HGV Driving Licence category C or above.

Knowledge, Skills and Experience

- Understanding of the operational tasks involved and associated tools/equipment.
- Ability to follow straightforward spoken and written instructions.
- Ability to complete and audit basic work records.
- Physical strength, dexterity and coordination to manoeuvre bins and operate hydraulic equipment.
- Appreciation of the importance of waste management services to the community.
- Knowledge of the legislation and regulations relating to driving.
- An awareness of Health & Safety legislation and its application in the workplace

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Digital and Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

- **Team Leader:** You are confident to lead a team. You effectively manage team dynamics toward a shared goal. You consider everyone's individual needs and create a genuine team spirit.
- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.
- **Decisive:** You use your judgement. You take a considered approach to situations and tasks when making decisions.
- **Adaptable:** You can adapt to variations in work or environment. Your effectiveness is not affected by change. You are flexible and versatile. You act as an advocate for change.
- **Service Focused:** You look for ways to serve customers putting their needs at the heart of everything you do.

Desirable

- Previous relevant HGV driving experience, waste management or manual handling experience and of supervising a team.
- Appreciation of the role of a reversing assistant.
- NVQ 2 in Waste Management or equivalent in an appropriate subject.