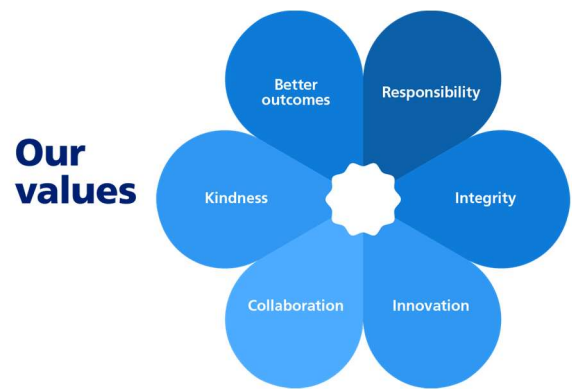


FAREHAM

BOROUGH COUNCIL



JOB TITLE: Operations Supervisor (Waste)

SALARY: £39,691 - £44,013

What is the role?

The Waste Operations Supervisor is responsible for the safe, reliable and continually improving delivery of the Council's in-house waste and recycling services. This includes refuse, recycling, food waste, garden waste and associated collections.

The role provides strong, visible leadership to operational teams and acts as the key link between front-line delivery, business support and service management. While ensuring daily services are delivered as planned, the post also has a clear responsibility to identify risks, improve performance, and lead service changes that strengthen resilience, efficiency and customer experience over time.

Key elements of the role include:

- Leading and managing waste collection crews and chargehands to deliver consistent, high-quality services across the borough.
- Taking ownership of daily operational planning, resource deployment and issue resolution, ensuring services recover quickly when disruption occurs.
- Setting clear expectations around standards, behaviours, attendance, productivity and health and safety, and addressing under-performance confidently and fairly.
- Maintaining strong operational oversight through performance monitoring, inspections, spot checks and the effective use of management information and systems.
- Playing an active role in service development, including route reviews, service changes, operational trials and the implementation of agreed improvements.
- Working closely with colleagues across Streetscene, Business Support, Fleet and Customer Services to resolve issues, improve processes and reduce operational pressure points.
- Acting as the operational lead for handling complex enquiries, complaints and councillor matters, including site visits and on-the-ground problem solving where required.
- Ensuring all waste operations comply with health and safety legislation, risk assessments, safe systems of work and relevant waste legislation, intervening immediately where unsafe practices are identified.
- Supporting the training, development and competence of operational staff, including toolbox talks, on-the-job coaching and embedding good practice.
- Providing clear operational advice and updates to managers, including emerging risks, trends and opportunities for improvement.
- Deputising for senior operational managers as required and providing cover across waste operations when necessary.

- The role is predominantly operational and will include early starts, outdoor work and occasional frontline support. However, it also requires the ability to step back from daily activity to improve how the service operates.

Who is the person?

- The role requires an experienced, resilient and practical supervisor who is comfortable leading people in a demanding operational environment and who takes pride in running a high-quality public service.
- The successful postholder will be able to combine day-to-day operational grip with a more strategic, problem-solving mindset.

Key attributes include:

- Proven experience of supervising front-line operational teams, ideally within waste, environmental or similar public-facing services.
- The confidence and credibility to lead, challenge and support staff, including dealing with attendance, conduct and performance issues when required.
- A strong understanding of health and safety responsibilities in an operational setting, with the confidence to intervene directly where standards are not met.
- The ability to plan, organise and prioritise work effectively in a fast-moving environment, including responding to disruption without losing sight of longer-term improvements.
- A practical understanding of waste collection operations and the pressures that affect service reliability and cost.
- The ability to analyse operational problems, identify root causes and implement workable solutions rather than temporary fixes.
- Clear, calm and effective communication skills, including dealing with residents, councillors and colleagues in difficult or sensitive situations.
- Confidence in using IT systems to manage information, track performance, support investigations and contribute to service reporting.
- A willingness to be visible, present and hands-on, while also developing others to take responsibility.
- Flexibility to cover early starts and a range of working patterns in line with service needs.
- A full valid driving licence (HGV licence desirable or willingness to work towards one, where appropriate).
- Above all, the postholder will take ownership of the service they are responsible for, care about getting it right for residents and staff, and be motivated to leave the service in a better place than they found it.

Last Updated: April 2026

Our policy is to make adaptations for those who have substantial and long term disabilities. If you need an adaptation to carry out any of the above please let us know.