#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Operational Waste Manager Responsible to: Support Services Manager/Head of FacilitiesDepartment(s): FacilitiesDirectorate: Estates, Facilities & Capital ServicesOperating Division: Corporate DivisionJob Reference:No of Job Holders: 1Last Update (insert date): September 2023  |

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| 2. JOB PURPOSE |
| * To manage and develop NHS Fife’s waste management policy, strategy and infrastructure, ensuring that it supports clinical and non-clinical services and is responsive to the changing needs of the Health Board.
* Provide leadership and support for waste management services throughout NHS Fife, ensuring services are developed so as to achieve local and national NHS initiatives and directives, best practice standards, value for money and where applicable legal requirements.
* Ensure the area-wide procurement of waste contracts, ensuring the cost to NHS Fife is minimised and the service effective and resource efficient, whilst monitoring the performance of waste services across NHS Fife with ongoing audits.
* Advise and support the Head of Facilities, Locality Site/Support Services Managers, clinical staff and others involved in waste management in all of the above objectives and lead implementation of strategic developments for waste management.
* Develop and provide area wide waste management training, instruction, information and audit to support all levels of staff.
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| **3. DIMENSIONS** |
| * The post holder will be a key member of the Facilities Team, responsible for the management of waste systems across all sites (two acute hospitals, 9 community hospitals including mental health and forty community premises), providing services to a population of approximately 367,000.
* The post holder will be based at Victoria Hospital Kirkcaldy and will require to be on the waste transfer station at the Victoria Hospital for the recommended number of hours to comply with the requirements of the waste management licence issued by SEPA. The job also requires the post holder to travel between sites and out with NHS Fife.
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| 4. ORGANISATIONAL POSITION  |
| Director of Estates, Facilities & Capital ServicesHead of FacilitiesSupport Services ManagerOperational Waste Manager |

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| 5. ROLE OF DEPARTMENT |
| * To provide a comprehensive range of support services over all NHS Fife sites including: catering, domestic, portering and transport services, reception, cashiers and administration, mail, taxi’s, supplies and procurement, grounds and garden maintenance and accommodation and waste management.
* This post will provide assurance to the NHS Fife Board that statutory compliance for waste management activities will be maintained, accurately monitored, improved and targets met. It will also identify and resolve key areas of non-compliance where further training, resources or focus is needed to ensure compliance with waste management across NHS Fife.
* A key component will be the inclusion and review of the DATIX reporting system, whereby all waste and environmental incidents will be reportable and investigated to ensure any non-conformities and incidents do nor re-occur in the future and impact on compliance.
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| 6. KEY RESULT AREAS |
| **Waste Contract Management*** Act as the first point of contact for operational management advice and lead on the implementation of best practice in waste segregation, best practice and circular economy thinking
* Manage waste contracts and contractors on behalf of the Board to ensure appropriate and timely collection of all wastes produced by NHS Fife
* Ensure legislative requirements are met, e.g. Scottish Environmental Protection Agency (SEPA) inspections
* Ensure the Waste Transfer Station is maintained in such a way that it meets legislative requirement and that healthcare waste received on the waste transfer station can be identified by the EWC listed in the Waste management License/Site Working Plan
* Schedule and conduct audits across the range of sites to ensure all waste streams are appropriately managed, giving advice and taking action where appropriate
* Monitor the quantities and composition of waste movements to ensure safe and cost-effective waste management and liaise with services to identify and suggest cost effective improvement opportunities
* Monitor the performance of all recycling activities to ensure that they comply with standards for recycling and create VFM
* Monitor and submit the WML data to SEPA at agreed intervals, along with the Waste Tool returns (National benchmarking system)
* Routinely check Waste Transfer Notes and Special waste Consignment Notes on sites to ensure these are meeting requirements
* In conjunction with the local teams raise any queries with the contractor for invoices that do not much up with collections; obtaining credit notes or adjustments to ensure payment is made for only service provided
* Monitor the performance of all recycling activities to ensure that they comply with standards for recycling and Health & Safety Regulations
* Plan audits, develop processes, training materials and information for site waste leads and operatives
* Contribute to waste management targets as per Scottish Government targets and contribute to the development of the sustainability agenda for all waste management related issues and topics
* Develop and issue a monthly report on waste arising and spend against waste contract to Head of Facilities/SSM. Investigate where appropriate on spikes in waste and resolve poor practices via training, instruction and development

**Service Development*** Demonstrate good planning and organisational skills to ensure efficiency and continued improvement of the service
* Lead in the implementation of waste minimisation initiatives with the supply of advice, posters, bins, and relevant infrastructure.
* Proactively implement resource use and circular economy thinking while ensuring compliance with all applicable regulations
* Support the development and implementation of improvement plans, service development and new ways of working
* Continually assess/review waste operations and monitor performance of activities
* Identify new recycling opportunities, developing these in partnership with colleagues across the sites and assessing markets for recycled materials, with initiatives to reduce the cost of waste streams
* Work alongside clinical colleagues to identify processes which are aimed at disposing of healthcare waste using the most appropriate and cost effective waste streams
* Assist in reviews of service provision and update procedures, e.g. disposal of single use instruments
* Develop a Waste Action Plan in accordance with the recommendations contained within the NHS Scotland Waste Management Action Plan
* Lead on the development of e-learning modules and any bespoke training (internal or external) ensuring this is developed to meet specific operational and service needs
* Contribute to national and regional working groups and other initiatives ensuring that the interests of NHS Fife are professionally represented. In addition, to be well informed of national policy, strategic developments and best practice standards

**Working with other services*** The post holder must be able to communicate effectively at all levels of the organisation and develop and maintain positive working relationships with staff groups, including clinical groups and other operational and senior managers within the organisation to gain co-operation and to convey professionalism, competence and support
* The post holder will communicate the positive aspects of waste management and will work in partnership with staff, using negotiation and persuasion skills where appropriate to achieve a win-win solution to address any issues and assure compliance.
* The post holder must be able to constantly provide and receive complex professional technical information.

**Quality Performance*** Promote risk management, including undertaking and updating risk assessments in relation to waste management to comply with safety standards and ensure safe systems of work
* Monitor and make recommendations on all aspects of health and safety and environmental practices across sites to ensure organisational recommendations are met
* Assist wards, departments and community sites to implement and comply with waste management policy and procedures
* Ensure observation of health and safety and safe working practices, e.g. manual handling, COSHH, general risk assessments, PPE, Control of Infection Policy and Waste Management Policy
* Inspection and audit of the waste transfer station, waste compounds and wards, departments and community sites, with the production of reports with and remedial and further actions identified
* Ensure all data capture for submission to SEPA, online data tool and internal or external reports is consistent, accurate and is presented timeously, providing a true reflection of activity and performance
* Investigates national and local benchmarking data
* Ensure the economic and correct usage of supplies
* Instigate sustainable systems for the management of waste
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| 7a. EQUIPMENT AND MACHINERY  |
| * Computer, used daily in execution of duties and use of eMail
* Telephone/mobile phone
* Card to allow access to a multi functional device for printing, copying and scanning

Occasional use of waste management equipment |
| **7b. SYSTEMS** |
| * Telephone/mobile phone
* PC software
* MS Word: for generation of correspondence, reports, posters etc
* MS Excel: for the preparation of spreadsheets, graphs etc
* MS Power point: for presentations
* MS Access: for the development of database systems
* Internet and intranet: for sourcing and communicating information and online waste data tool
* eMail: for sending and receiving information communications and information
* DATIX: incident reporting system
* PECOS: procurement system
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The post holder will operate with a level of autonomy in relation to operational issues and has discretion to prioritise workloads
* Work with generally be planned, but there will be a degree of unplanned work due to service needs, results from issues found in audits; specific tasks may also be allocated or delegated by the Head of Facilities/SSM. Work may also arise from other management staff sources
* Review of work will be through regular 1-1 meetings with the Head of Facilities/SSM and an annual review as part of a personal development review
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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is* Expected to use their own initiative to make decisions concerning the day-to-day management issues, referring to the Head of Facilities on any other issues
* Providing advice resulting in the delivery of services which are accepted and understood by staff groups
* To proactively meet the needs of the service by prioritising workload on a daily basis
* To proactively implement resource use and circular economy thinking while ensuring with all applicable regulations
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Assisting in the provision and maintenance of a cost-effective waste management service that will underpin and facilitate the delivery of clinical services within tight budgetary constraints
* Development and maintenance of a recycling and waste minimisation programme across NHS Fife
* Maintain audit and monitoring procedures to ensure correct segregation and management of all waste generated within the organisation
* Maintenance of structured training, awareness and materials on waste segregation
* Implementing corrective, practical and pragmatic, actions and processes for staff resulting from audit reports, e.g. in ward areas
* Dealing with complaints from staff, patients, general public and potentially external bodies
* Ensuring all staff are informed of updates on any policies or procedures relating to waste management
* Communication with staff, when required who have poor English language skills, or where English is not their first language.
* Interpreting critical and legal requirements in respect of waste management on behalf of NHS Fife
* Meeting targets and deadlines
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| To ensure a high level of seamless, efficient services the postholder is required to develop and maintain good communication links and working relationships with the following groups:Within NHS Fife* Colleagues and members of staff within all departments of clinical support services – catering, domestic, porters, training and quality, finance, procurement and estates
* Site/Clinical Managers, Senior Charge Nurses and nursing staff within all wards and services
* Administration and clerical staff within NHS Fife
* GP and GDP staff within NHS Fife
* Fleet Manager
* Infection Prevention and Control Team
* Health and Safety staff
* Occupational Health staff
* Environment and Sustainability Team

External to NHS Fife* Scottish Environment Protection Agency
* Waste management service contractors
* National Healthcare Waste Contract and Supplier Management Lead, NHS NSS: Procurement, Commissioning and Facilities
* Health Facilities Scotland
* National Services Scotland
* National Procurement
* Northern Waste Consortium Waste, Sustainability and Energy Group
* Operational Waste Managers/Waste Management Officers across NHS Scotland
* Professional organisations, i.e. Chartered Institute of Waste Management
* Environmental Health/Local Authority Officers
* Health & Safety Executive (HSE)
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Addressing operational requirements over a wide geographical spread, with a large number of sites, from stand alone practices and clinics to large acute hospitals. Working to a “planned” agenda with the likelihood of significant interruption, working and impromptu meetings with staff, colleagues or external bodies or representatives.Overseeing the maintenance and development of waste management arrangements for NHS Fife* Persuading and influencing staff and managers without the benefit of line management authority

Physical effort/skills* Frequent traveling across NHS Fife by car
* Extensive lengths of time may be spent standing or walking
* Dexterity and accuracy exercised whilst using computers and keyboards
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| Mental effort/skillsConcentration required for:* Driving
* Undertaking duties within areas of high level of activity
* compiling/processing reports, statistical information, analysing data and investigating operational matters
* constant interruptions and conflicting demands on the post holders attention
* implementation of waste management regulations
* dealing with unexpected occurrences, e. g waste incidents or non-conformances
* ability to switch effectively and efficiently between workstreams
* working within time scales

Emotional demands * Requirement to communicate effectively at all levels of the organisation.
* Ability to demonstrate emotional intelligence and effective interpersonal skills which enables achievement of wide support and compliance with regards to waste management
* Reliance on colleagues and wider organisation to fulfil obligations that support legal and critical compliances
* Working within sensitive areas, e.g. A&E, mortuary, mortuary, oncology, psychiatry etc with possible exposure to distressing circumstances
* Exposure to unpleasant waste, e.g body parts and fluids and spillages from clinical waste
* Smells and noxious fumes

Environmental* Exposure to unpleasant working conditions
* Requirements to work in extremes of temperature, e.g very hot – as in wards/operating theatres and cold – as in corridors, entrances and external areas
* Exposure to the elements, e.g. travelling, external site inspections, in waste compounds and on the Waste Transfer Station
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
|  | **Essential** | **Desirable** |
| **EXPERIENCE** | Specialist technical knowledge across the range of work procedures and practices underpinned by theoretical knowledge and relevant practical experience.Experience of working within a large, complex organization – preferably within the NHS – with experience of working within a similar role | Previous experience and good understanding of policies and systems such as health and safety, quality assurance, environmental and corporate while complying with current and appropriate legislation and standards |
| **QUALIFICATIONS** | Qualification in occupational health and safety or environmental management or essentialGraduate IOSH or related health and safety experience | High Risk Operator Competence Scheme for Managing Transfer of Hazardous Waste (WAMITAB) – would be expected to start on course within 3-6 months.CIWM member and willing to work towards chartered statusDangerous Goods Safety Advisor (DGSA) qualification, or willing to work towards thisInternal or external auditing qualification or experience |
| **KNOWLEDGE AND SKILLS** | Knowledge and experience of risk assessment processes and risk managementAbility to work within timescales and meet deadlinesAbility to deliver targetsPlanning and organisational skills, allowing the effective management of a range of complex activities and to achieve given targets and objectivesAbility to cope with conflicting and changing demands through good time management and an ability to work under pressureGood literacy, numeracy and report writing skillsProject management skills and experience of implementing change | Ability to interpret data, submit detailed reporting and understand performance analysisAwareness of COSHH and COMAH Regulations |
| **PERSONAL QUALITIES** | Good communication skills (verbal, written and electronic means)Ability to respond appropriately to unpredictable and emergency situationsAbility to work on own, or as part of a short-time working group or team Ability to effectively network at all levelsEffectively influence those at a senior level | Experience of working with service providers, companies and agencies |
| **OTHER** | Able to travel to sites across NHS Fife to complete audits, offer advice on waste management issues. |  |

Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice.

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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |