

<b>Job title</b>	HWRC Site Lead	<b>Date: Feb 2026</b>
<b>Reports to (title)</b>	Assistant Operations Manager	
<b>Contract/department</b>	HWRC's Department	
<b>Location</b>	Cheshire West	

### Job Purpose

The Site Lead provides on site operational leadership at a Household Waste Recycling Centre, ensuring the site operates safely, compliantly, efficiently and to the required standard at all times.

The role is the lead presence on site during working hours and holds operational accountability for site safety, workforce competence, staff leadership, customer experience, waste quality, income related activity and compliance with environmental and permit requirements.

The Site Lead acts as the primary point of control for day-to-day site operations, exercising judgement and taking decisive action in live situations. While staff allocation and resourcing are coordinated centrally through the Hub Controller, the Site Lead acts as the final gateway to ensure that only trained, competent, correctly equipped and fit to work staff are deployed on site.

Reporting to the Assistant Manager HWRC, the Site Lead is responsible for resolving operational, staffing, safety and customer issues on site wherever possible, escalating where issues cannot be resolved safely, compliantly or within agreed authority.

### Principal Accountabilities

**Site Operations and Control:** Lead the safe opening, operation and closing of the Household Waste Recycling Centre during working hours. Maintain control of site activity, vehicle and pedestrian flow, staff positioning and overall site readiness. Monitor container fill levels and site capacity throughout the day, liaising with the Hub Controller to ensure sufficient capacity is maintained and operational disruption is avoided.

**Workforce Readiness, Attendance and Competence:** Take responsibility for assessing workforce readiness on site, ensuring that only fully trained, competent and authorised staff are deployed. Act as the final gateway to prevent any individual being deployed into duties they are not fit, competent or authorised to perform. Manage sickness, absence and welfare issues on the day, taking immediate action to maintain safe staffing levels and escalating issues where required.

**Staff Leadership and Supervision:** Provide direct day to day leadership to site staff, setting clear expectations for conduct, safety, attendance and performance. Allocate and rotate duties, manage timekeeping and address performance or conduct issues proportionately in line with procedures, escalating formal matters where necessary.

**Training Delivery and Competence Development:** Deliver site specific inductions, toolbox talks and on the job instruction / training to ensure staff understand procedures, charging policies, safe working practices and expected standards. Reinforce required behaviours, explain the purpose and benefit of controls and identify training or development needs for escalation where appropriate.

**Health, Safety and Environmental Compliance:** Ensure health, safety, environmental and permit requirements are applied consistently on site. Complete daily safety checks, monitor compliance with PPE and safe systems of work, and intervene immediately where standards are not met. Promote a strong safety culture through visible leadership and active engagement.

**Material Quality, Charging and Income Activity:** Maintain oversight of material streams, recycling quality, reuse recovery and chargeable activity across the site. Ensure agreed policies, including rubble and other chargeable materials, are applied consistently and correctly. Oversee site shop operations where applicable, ensuring income handling, stock control and customer interactions are managed in line with procedures.

**Incident, Emergency and Issue Management:** Act as the on site lead for incidents, emergencies and service disruption, including fires, spills, serious accidents, aggressive behaviour or site closures. Take immediate action to make situations safe, control risk, follow emergency procedures and resolve issues where possible, escalating where matters cannot be managed on site.

**Customer and Public Engagement:** Engage directly with members of the public to provide guidance on waste disposal, recycling and charging arrangements. Manage challenging situations professionally and proportionately, enforce site rules consistently and represent the organisation positively at all times.

**Systems, Records and Process Discipline:** Ensure that site records, checks and documentation are completed accurately and in a timely manner using approved systems and processes. This includes absence records, waste transfer notes, hazardous waste paperwork, charging records and shop documentation. Challenge informal workarounds and ensure procedural discipline is maintained.

**Site Assets, Contractors and Assurance:** Maintain oversight of site infrastructure, equipment and signage, ensuring standards of cleanliness, safety and presentation are met. Report defects promptly and oversee contractors working on site to ensure safe working practices and permit compliance. Support audit and assurance activity carried out by HWRC Supervisors and other teams.

**Adhere to approved policies and procedures:** Ensure work is delivered in line with CMS and ISO standards and take personal responsibility for handling personal and sensitive information in line with legislation and organisational requirements.

#### NOTE

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Manager from time to time, up to or at a level consistent with the Principal Responsibilities of the job.

## Person Specification

Values | Safe | Responsible | Trusted | Innovative

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education.</li> <li>• Demonstrable operational and people leadership capability equivalent to Level 3 (A level or equivalent), gained through qualifications, apprenticeship completion, or relevant operational experience.</li> <li>• COTC Qualification (Desirable)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working in a frontline operational or public facing environment.</li> <li>• Leading or supervising staff in a live operational setting, including allocating work and managing issues on the day.</li> <li>• Assessing workforce competence and fitness to work in a safety critical or risk managed environment.</li> <li>• Delivering site inductions, toolbox talks or on the job guidance to staff.</li> <li>• Managing customer interaction, including dealing with challenging situations appropriately.</li> <li>• Responding to operational incidents, emergencies or service disruption and taking immediate action to control risk.</li> <li>• Applying procedures, site rules or charging policies consistently.</li> </ul>
<b>Skills and Aptitudes</b>	<ul style="list-style-type: none"> <li>• Strong on site leadership with the confidence to direct, support and challenge staff.</li> <li>• Ability to assess competence, apply judgement and prevent unsafe or unauthorised working.</li> <li>• Clear and confident communication skills with staff and members of the public.</li> <li>• Sound decision making in live operational and emergency situations.</li> <li>• Strong awareness of health, safety and environmental risk and willingness to intervene where standards are not met.</li> <li>• Organised and able to manage competing priorities in a busy site environment.</li> <li>• Competent use of IT systems to undertake training, complete records, reports and operational documentation.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Full UK Driving Licence (essential)</li> <li>• Willingness to work flexibly and travel between sites as required</li> </ul>