



## Waste Minimisation Officer

### Job Description and Person Specification

<b>Directorate:</b>	Environment	<b>Service:</b>	Waste & Recycling
<b>Responsible to:</b>	Waste, Recycling and Environmental Enforcement Officer	<b>Responsible for:</b>	N/A
<b>Grade:</b>	6		
<b>Location:</b>	Council Offices at Civic Centre and Copse Road Depot, and any other location across the borough as required		

#### Job Purpose:

To assist the Waste, Recycling & Environmental Enforcement Manager in carrying out the Council's statutory duty and adopted policies under the Environmental Protection Act 1990 and related legislation having regard to waste minimisation and recycling initiatives.

#### Key Tasks & Responsibilities:

- Work closely with council colleagues and waste collection contractor to ensure the smooth introduction of service changes in support of weekly household food waste collections, to include communication and education of residents; delivery of containers, liners and literature; supporting and monitoring collections; engagement with residents to raise awareness and gathering information to measure performance and identify improvements.
- Promoting waste minimisation, reuse and recycling to encourage the reduction of household waste arisings and maximise recycling rates.
- Design and deliver borough-wide and targeted communication campaigns and educational literature in relation to waste minimisation and recycling improvement initiatives.
- Engaging with the public to encourage behavioural change to reduce waste arising and increase reuse and recycling.

- Liaise with customers to inform, educate and advise on waste minimisation and recycling, and to maximise understanding and compliance with the council's household waste collection policy.
- Preparing and delivering presentations and educational activities to various audiences at public events and organised functions to raise awareness of waste minimisation and recycling and provide information relating to household waste collections.
- Undertake waste and recycling bin audits at the kerbside to collect data relating to waste volume, participation, capture and contamination to measure performance and identify areas for improvement i.e., missed items, wrong bin, excess waste etc.
- Review and analyse data to inform communication campaigns and service improvements that encourage increased participation in kerbside recycling schemes.
- Work closely with colleagues in the Environmental Enforcement team to identify properties requiring additional education and support to reduce instances of contaminated bins, waste accumulations and illegally dumped waste.
- Liaise with Waste Supervisors and Collection Operatives to understand and identify possible obstacles hindering household waste collections i.e., identifying contaminated or unauthorised bins, arranging assisted collections or collection points etc.
- Assist in the day-to-day monitoring of the council waste & recycling contract and participate in crew training to ensure the correct procedures are followed.
- Undertake regular reviews and audits of the additional bin process to ensure all additional bins are authorised and necessary, removing additional bins where household requirements have changed.
- Develop and maintain good links with social and private housing providers, community groups, voluntary groups, external organisations, local authorities, advisory groups and other stakeholders, attending meetings, seminars and training as required.
- Respond to customer queries and complaints in a timely and professional manner, rectify issues, identify controls and monitor collections to prevent a reoccurrence of problems.
- Maintain inspection records in a variety of systems (including manual and electronic) and provide accurate analysis and/or management information relevant to household waste collections i.e., waste composition, participation, contamination, capture, additional bins, tonnage data etc. to influence service improvements that contribute to reduced waste arisings and increased recycling.
- Maintain records of activity, correspondence and interactions and ensure that computerised data recording systems are kept in accordance with best practise, statutory and service requirements.
- Adhere to all service specific and council Health and Safety requirements, policies and procedures and contribute towards the preparation of risk assessments and safe systems of work as required.

- Liaise closely with colleagues within the Environment Directorate, and other council departments, on relevant issues and corporate priorities.
- Undertake any other duties required by the Assistant Director of Environmental Services, which are appropriate to the tasks, responsibilities and grading of the job.

### Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Excellent standard of literacy/Numeracy and IT capability e.g NQF Level 2 literacy & numeracy	<b>Essential</b>	Application/Interview
Educated to degree level (or equivalent) in a relevant subject OR be able to demonstrate sound knowledge and experience relevant to the role	<b>Desirable</b>	Application/Interview
Membership of professional body	<b>Desirable</b>	Application/Interview





<b>SKILLS</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Knowledge and understanding of relevant legislation such as: Clean Neighbourhoods Act 2004, Environmental Protection Act 1990, Environment Bill and Waste & Resource Strategy	<b>Essential</b>	Application/Interview
Ability to work effectively both as a member of a team and on own initiative investigating problems, developing solutions and working in partnership to deliver those solutions	<b>Essential</b>	Application/Interview
Ability to deal with stressful situations and communicate with a wide range of people tactfully and diplomatically, in a firm, professional and courteous manner to ensure high standards of professional conduct are maintained	<b>Essential</b>	Application/Interview
Well-developed communication skills: able to concisely communicate complex information both orally and in writing with excellent interpersonal skills demonstrating tact, diplomacy and sensitivity and able to enthuse, influence, persuade, and advise: good negotiating skills	<b>Essential</b>	Application/Interview
Ability to evaluate the impact of operational service changes, including resource and budget implications with projections on waste arisings	<b>Desirable</b>	Application/Interview

<b>EXPERIENCE</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Experience in dealing with and investigating customer enquiries and complaints	<b>Essential</b>	Application/Interview
Experience of collating/presenting information and writing clear and concise reports	<b>Essential</b>	Application/Interview
Use of information technology to enhance the delivery of services and E-government requirements (including Word, Excel and Outlook) Specialist packages such as Collective	<b>Essential</b>	Application/Interview

Local authority experience or working with partners delivering household waste related activities and services	<b>Desirable</b>	Application/Interview
Experience of working effectively with a range of agencies and the community	<b>Desirable</b>	Application/Interview
Practical experience of front-line service delivery operations	<b>Desirable</b>	Application/Interview

<b>ADDITIONAL REQUIREMENTS</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Regular and Reliable Service	<b>Essential</b>	References
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	<b>Essential</b>	Application/Interview
Demonstrate behaviours that support our values	<b>Essential</b>	Application/Interview
Holds a full valid UK driving licence	<b>Essential</b>	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.  
All Behaviours listed are essential to the post.**

			
<b>Professional</b>	<b>Innovative</b>	<b>Collaborative</b>	<b>Customer focused</b>
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...

<ul style="list-style-type: none"> <li>• Have pride in how we represent the council</li> <li>• Treat people with respect and consideration</li> <li>• Are conscientious and carry out our work to a high standard</li> <li>• Carry out our work activities in an honest and ethical manner</li> </ul>	<ul style="list-style-type: none"> <li>• Proactively embrace change and learn from our mistakes</li> <li>• Challenge and constructively question existing processes</li> <li>• Make best use of our resources to provide excellent services</li> <li>• Encourage creative thinking with colleagues and peers</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate effectively with colleagues and stakeholders</li> <li>• Develop productive relationships and achieve the best results</li> <li>• Recognise and embrace the knowledge and skills of others.</li> <li>• Embrace the concept of one team one council and all work together</li> </ul>	<ul style="list-style-type: none"> <li>• Strive to provide excellent services</li> <li>• Understand our customers' needs and consider things from their perspective</li> <li>• Effectively communicate and manage expectations</li> <li>• Actively seek ways to maximise customer satisfaction</li> </ul>
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### Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- The normal working hours of 37 hours, Monday to Friday however the post holder may be required to work occasional out of hours, including evenings, weekends and bank holidays by arrangement for which time off in lieu will be granted in accordance with the provisions of the National Scheme of Conditions of Service.

Prepared by: Kathy Winstanley

Date: April 2025

Post Holder Signature:

Date: