



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Waste and Recycling Officer

Grade: Scale 5

Directorate: Places

Department: Environmental Services

Responsible to: Waste Services Manager

Purpose of the Job:

To be a hands-on member of a small team, including other Waste and Recycling Officers and external contractors, maintaining and improving the delivery of all the Council's waste management services and contracts to the best possible standard.

The role includes a mixture of administration/back office and operational duties; troubleshooting/investigating and resolving problems; communicating with residents, elected Members and contractors; working with other Council teams; identifying ways we can improve our waste management services and rolling out new projects and then overseeing them.

Main Responsibilities

1. Work closely with our collections contractor overseeing household, recycling, garden and bulky waste collections (and any new collection schemes introduced in the future); identifying and resolving problems with collections which may include working with other Council teams and visiting residents/problem hotspots.
2. Work alongside the Places Support Administrator and contractor managing clinical waste collections; arranging one-off and regular collections; sending out letters annually to residents who have regular collections and creating an annual weekly spreadsheet for those collections; identifying and resolving problems with collections.
3. Oversee the running of our two HWRCs (household waste recycling centres). The sites are staffed and managed by a contractor – Council officers undertake monthly audits of the sites, arrange for containers to be emptied, monitor site usage using our ANPR system, arrange repairs with our Property Services team and external contractors and investigate and resolve complaints from site users.



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4. Investigate reports of abandoned vehicles including visiting any vehicle reported to us as abandoned, obtain the details of and write to registered keepers when appropriate, liaise with Leicestershire Police and, if necessary, arrange for the removal of abandoned vehicles.
5. Respond promptly to enquiries and complaints from members of the public, other Council departments and elected Members; provide advice and guidance, often as first point of contact, to ensure issues are resolved efficiently and effectively.
6. Carry out recycling and waste reduction education, promotion and communication activities; promote waste minimisation, recycling, reuse, home composting and other schemes; assist with the implementation, progress and completion of Social Value undertakings in current and future waste management contracts.
7. Work alongside the other Waste and Recycling Officers to create an efficient and sustainable team environment and working practices with equal responsibility for the completion of all tasks required and meeting any timescales applicable.
8. To perform any other relevant duties that may be required from time to time by Environmental Services at your initial or present place of work, or at any other of the Council's establishments.
9. To contribute towards and participate in the continuous improvement of the services delivered by the section to ensure that the needs of the community are met. Represent and suitably promote the Environmental Services team and the Places Directorate internally and Rutland County Council externally.
10. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
11. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.



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JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
5 GCSEs at Grade A-C (or equivalent)	A/D

Desirable	Method of Assessment *
IOSH Managing Safely	A/D
Membership of Chartered Institution of Waste Management	A/D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Experience in customer service and/or administration	A

Desirable	Method of Assessment *
Experience within the waste and recycling industry	A
Experience of working for a Local Authority	A
Experience of project management	A/I

SKILLS

Essential	Method of Assessment *
Good verbal and written communication skills	A/I



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Computer literate, including working knowledge of Outlook, Excel, and Word	A/I
Ability to write concise, accurate reports	A/I
Good organisational and record management skills	A/I
Ability to work unsupervised/alone and as part of a team	A/I
Ability to work to tight deadlines	A/I

EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice	A/I

OTHER

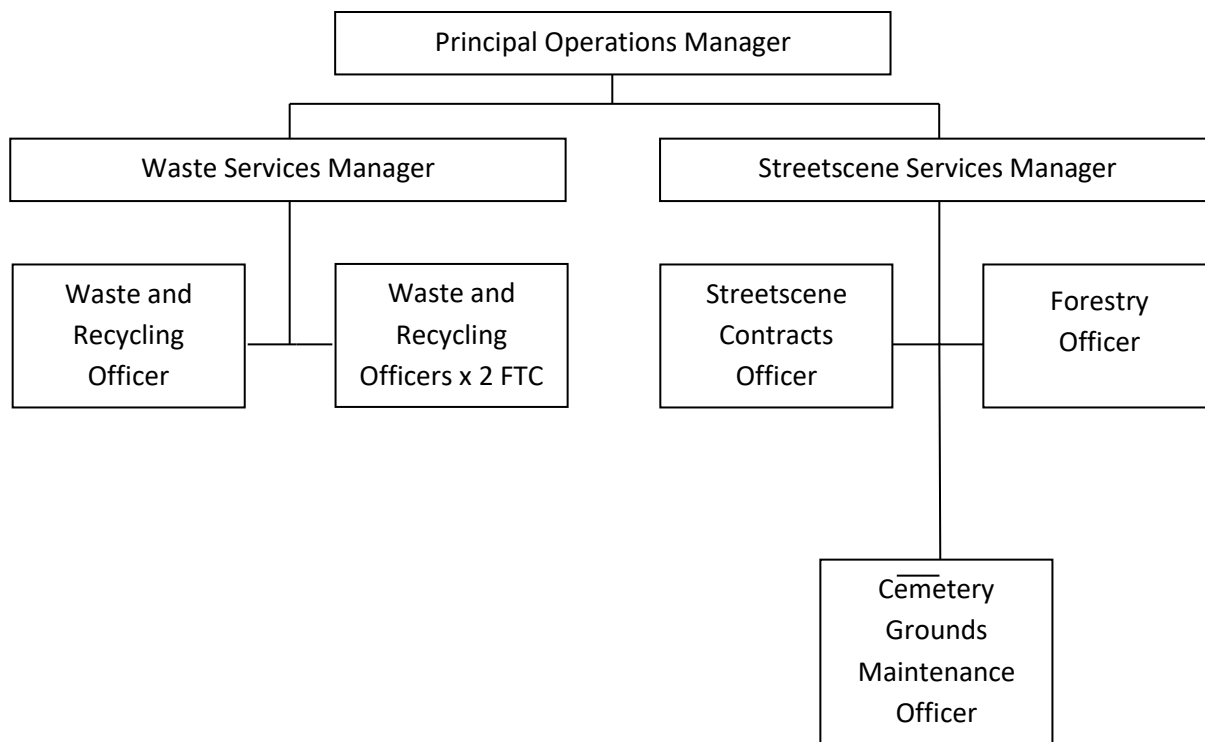
Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team	A/I
Required to work occasional unsocial hours e.g. weekends and evenings as required	A/I
A full driving licence and a willingness and ability to visit other sites as and when required	A/I

* **A = Application Form** **D = Documentary evidence** **I = Interview** **T = Test**



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STRUCTURE



NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
09/06/2017	No	Emily Frikha Environment Manager
13/12/2021	No	Emily Frikha Environment Manager
01/06/2023	Yes	Sarah Hallam Waste Services Manager
17/01/2024	Yes	Sarah Hallam Waste Services Manager
08/07/2024	Yes	Sarah Hallam Waste Services Manager
17/07/2025	Yes – change ‘one other’ to ‘other’ Waste and Recycling Officers in the first paragraph and in Point 7. Updated structure	Sarah Hallam Waste Services Manager