 **Role Profile**

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| **Job Title** | Cleansing Project Implementation Officer (Fixed Term 18 months) | | |
| **Team** | Cleansing Services | **Grade** | 6 |
| **Reports to** | Cleansing Operations Manager | | |
| **Date** | 07/04/2025 | | |

**One Arun:**

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| Every role at Arun contributes towards our [**Vision – *A better future***](https://www.arun.gov.uk/download.cfm?doc=docm93jijm4n18990.pdf&ver=20441), and every employee strives to embrace and champion our [**Values**](https://arungovuk.sharepoint.com/sites/intranet/staff/Useful%20documents/Arun%20values%20explanation.pdf#search=arun%20values)**:**  A logo of a chat  Description automatically generated |

**Overall job purpose:**

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| To lead on the implementation of a new recycling scheme, introducing food waste collections, and rolling out refuse bins to properties.  They will report to the Cleansing Operations Manager and be responsible for site visits in advance of rollouts to ensure residents are engaged and informed, promotion of services, and dealing with problems in the rollout of new services.  They will also be involved in the administration of the abandoned vehicle system.  To undertake projects to help improve the Council's recycling performance and waste collection service delivery. |

**Key areas of focus:**

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| 1. | To lead the implementation of the new recycling scheme, including the introduction of food waste collections and the rollout of refuse bins to properties. |
| 2. | To conduct site visits in advance of rollouts to ensure residents are engaged and informed about the new services. |
| 3. | To promote the new recycling and waste collection services and address any issues that arise during the rollout. |
| 4. | To assist with the day-to-day administration of the abandoned vehicle system. |
| 5. | To undertake projects aimed at improving the Council's recycling performance and waste collection service delivery. |
| 6. | To coordinate the response to service complaints and allocate them to Biffa and ADC staff members for resolution. |
| 7. | To resolve collection issues and undertake visits with the contractor, leading on the provision of recycling bins to flats and new developments. |
| 8. | To support the team in scoping, developing, and implementing service initiatives for inclusion within the Combined Cleansing Services Contract, which aim to improve the Council's recycling performance and customer services. |
| 9. | To deliver partnership working for a range of waste education and waste projects across the West Sussex Waste Partnership. |
| 10. | To support the implementation of a strategy for improving recycling performance. |
| 11. | To manage requests for recycling bins from flats, providing guidance on bin stores and improving communications with residents. |
| 12. | To support the Cleansing Operations Manager through liaison with Council Contractors to ensure service standards are delivered to a high standard |
| 13. | To undertake orders/invoicing for the Cleansing Service |
| 14. | To assist in general administration of Cleansing Services including Events provision and writing Variation Orders to the contract for extra works. |
| 15. | To carry out any other appropriate duties as may be allocated which support the delivery of the Cleansing Service |
| 16. | To undertake such other duties which fall within the range and capabilities of the post holder. This may include participation in Election duties or Emergency Planning duties as requested by the Chief Executive or Corporate Management Team |
| 17. | Any other duties that are appropriate with this post. |

**Additional information (not contractual)**

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| 1. | Service delivery;  The postholder is expected to work to service delivery standards set by others. |

**Role Requirements**

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to assess if they meet the criteria for the role.

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| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications** | | |
| Educated to GCSE Level, including English at grade C or 4 or can demonstrate substantial experience in a related field | x |  |
| **Experience** | | |
| Knowledge and experience of waste/cleansing services within a local authority setting |  | x |
| Proven ability to undertake and deliver projects through direct engagement with residents and stakeholders | x |  |
| Writing letters and communication materials including reports, leaflets and letters |  | x |
| Project Management Experience |  | x |
| **Knowledge** | | |
| Knowledge of waste management legislation |  | x |
| Understanding and knowledge of recycling targets within a local authority setting |  | x |
| **Behaviours** | | |
| Integrity: Seeks to uphold shared values, acting ethically, honestly, fairly and with transparency. | X |  |
| Active listening: Gives the speaker their full attention, genuinely listening, and tries to see things from their perspective. | X |  |
| Motivating others: Spurs others on with positivity and gratitude. | X |  |
| **Competencies** | | |
| Collaborative working: Working together to achieve a shared goal. Builds effective relationships with internal and external customers. | X |  |
| Communcation (written/oral): Able to communicate clearly, appropriately and respectfully with colleagues and customers. | X |  |
| Approachability: Supports others and recognises the impact their behaviour and attitude has on them. | X |  |
| Emotional Intelligence: Works to develop self-awareness, empathy, and an understanding of stress management and others emotions, to help build rapport, support collaboration and diffuse difficult situations. | X |  |
| Customer focus: Takes pride in and is committed to delivering high quality services. Identifies and clarifies individual needs. | X |  |
| Initiative: Understands what needs to be done and accomplishes it proactively and with minimal supervision. | X |  |
| Organisation skills: Plans and prioritises own work with reference to line manager. Makes the best use of own time and meets deadlines. | X |  |
| Working with stakeholders: Displays Arun's values and behaviours when interacting with internal and external stakeholders. | X |  |
| **Other** | | |
|  | Yes | No |
| Does this role require a Basic DBS (Disclosure and Barring Service) check? | x |  |
| Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS). |  | x |
| Is this a Politically restricted post? |  | x |
| Does this role require any out of hours/ weekend/ evening/ rota work? |  | x |
| Does this role require a driver’s license? | x |  |
| Does this role attract an essential car user allowance? |  | x |
| Does this role attract a market supplement? |  | x |
| Does this role require a uniform? |  | x |