

**ROLE DESCRIPTION**

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| **JOB TITLE** | **POST NUMBER** |
| **Waste Administration Officer (Temporary position)** | **M8014** |
| **DIRECTORATE** | **LOCATION** |
| Community | Based at Vicarage Lane, Hailsham but including hybrid working |
| **GRADE** | **OTHER ALLOWANCES** |
| WDC3 | Casual Car Status |
| **KEY WORKING RELATIONSHIPS** | **INTERNAL/EXTERNAL** |
| **Who will I be working with?**  **How will I be interacting with others?**  **This covers JE Criteria G (Relationships)** | **Internal:**  Chief Executive, Director of Community, Head of Waste and Customer Services, Waste team, other members of staff and Councillors as appropriate.  **External:**  Members of the public, Waste and Street Cleansing contractor and other External councils or organisations.  On a daily basis, through emails, phone calls, Teams or face to face interactions. |
| **STATUTORY RESPONSIBILITIES/LEVEL OF ACCOUNTABILITY** | |
| **What am I accountable for?**  **What are the consequences for me or the council?**  **This covers JE Criteria D (Accountability)** | To ensure all statutory waste collections and other waste related services are undertaken for all households, in accordance with the Environmental Protection Act 1990 and Environment Act 2021.  This includes approving applications for services such as new and replacement waste containers, additional capacity, clinical waste and any other requirement that generate additional costs to the council.  Obtaining quotes, generating requisition orders and approving invoices for services relating to Waste and Street Scene.  Increased risk of harm to the environment and potential legal action against the authority for failing its statutory duties. In addition, inadequate service can lead to an increase in complaints or incur additional expense to the council. |
| **DECISION MAKING AUTHORITY** (INDEPENDENCE) | |
| **What actions can I take independently?**  Dealing with requests/enquiries relating to waste containers, approving the delivery/repair of new and replacement containers. Arranging removal of unauthorized or abandoned bins.  Assist with requests/enquiries relating to garden waste subscription permits.  Arranging with our contractor the collection of clinical waste and bulky waste or providing additional capacity or assisted waste collections.  Undertake investigations and gather information to pass across to our waste contractor to resolve collection issues that are reported by members of the public, councillors or other internal departments. Where necessary provide feedback on the outcome.  Assess where a visit is required and provide information and reasoning to a waste office to allow them to undertake a visit.  Responsible for obtaining quotes, raising purchase orders and approving payment of invoices through the council’s finance system and providing other financial support to the Waste and Street Scene Team.  Assist with undertaking checks of garden waste payments ensuring the payment has gone through ok, and where necessary, the relevant worksheets have been produced for a container delivery (or repair for damaged bins) has been created.    **When do I need to involve others?**  Following appropriate training, you will be able to carry out the general day to day role on your own. However, as enquiries can be around many different things, where you are unable to provide a response, you would seek advice from the Senior Waste Management Officer, the Waste and Street Scene Manager or Head of Service. | |
| **JOB PURPOSE** (COMPLEXITY) | |
| **Why does this job exist?**  The Waste Team are responsible for overseeing the day-to-day management and smooth operation of waste and recycling collections across the district. This includes providing advice to members of the public on all aspects of waste collection, ordering waste containers, setting up assisted collections and dealing with Clinical waste requests. In addition, identifying issues with collections and reporting to our contractor to resolve issues as they arise.  With the introduction of food waste collections from Spring 2026, the role is to provide further administration support through the delivery (Jan to Mar) and implementation stages, where other members of the Waste Team may be required to be out of the office, dealing with issues. Also, providing advice to residents on the new food waste service, collections starting from April.  Furthermore, with the planned local government reorganisation, to assist with ensuring information held on properties provided with assisted, clinical or additional capacity is up to date.  **How does it contribute to the Council overall?**  Waste and recycling are one of the main services all residents in Wealden receive for which the council has a statutory duty to provide. | |

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| **ROLE RESPONSIBILITIES** |
| **What are the most important things I will be doing?** Key tasks/priorities  As well as those detailed above in Decision Making Authority.  You will provide support and advice to internal and external customers with enquiries relating to domestic waste collections and other waste related matters. This is especially important with the introduction of food waste collections from April 26.  To carry out general office administration duties in accordance with the Joint Waste Collection Contract and provide support to other staff in the Waste and Street Scene section to ensure operational deadlines are met.  Processing requests received and raising the relevant worksheets with our waste contractor.  Maintain accurate records relating to properties that have been provided with additional capacity, an assisted or clinical waste collection.  Responsible for maintaining accurate records of documents stored both electronically and in hard copy to ensure compliance with the General Data Protection Legislation. Including external storage and retrieval of paper documents for the Waste and Street Scene team.  Undertake investigations and gather information to pass across to our waste contractor to resolve collection issues that are reported by members of the public, councillors or other internal departments. Where necessary provide feedback on the outcome.  Provide advice to residents on new food waste collections, assist with ensuring smooth roll out, and start of collections during Spring 26, with full collections started by mid-April. Provide ongoing support.  Manage workload independently and prioritise tasks to promptly address problems. Ensure responses to enquiries are issued within agreed timeframes, under minimal supervision. Work under pressure, when there is additional stress on the waste service due to significant service failure – vehicle breakdown, inclement weather or other situations drastically affecting waste collections. |
| **What other activities will I be responsible for?**  To assist with customer enquiries that have been referred on by the Customer Service Team, via telephone, Face to Face with residents attending the council offices or received directly via email  Dealing with incoming post, ensuring accurate dating of documents and processing within agreed time frame. Also, ensuring all outgoing post is correctly addressed and made available at the caretaker’s office within the councils agreed time (currently 3pm).    To assist in promoting recycling and waste reduction to residents, increasing levels of recycling and providing advice on the correct and safe disposal of unwanted items. Providing advice on the council’s Bulky Waste Collection service.  Responsible for obtaining quotes, raising purchase orders and approving payment of invoices through the council’s finance system and providing other financial support to the Waste and Street Scene Team. This includes the quarterly management of dog and litter bins emptied on behalf of parish and town councils or other external companies.  Undertaking regular data cleansing, to ensure electronic documents held, containing personal data are relevant and still required. Investigating and carrying out reviews to update records, including the safe deletion of documents no longer required.  Management of assisted collections (exemptions) including the approval of new requests, changes to the collection point and cancellations, at properties no longer requiring assistance.  Provide advice, on all aspects of clinical waste collections, including maintaining an accurate record of properties registered to receive a clinical collection (processing of Duty of Care forms), raising ad-hoc collections and cancellations of the service.  Assessing requests for additional refuse and recycling capacity ensuring they meet with the council’s set criteria. Where successful, approving capacity above the standard rate, ensuring that it meets the needs of the household requesting the additional capacity.  Undertaking regular data cleansing, to ensure electronic documents held, containing personal data are relevant and still require. Investigating and carrying out reviews to update records, including the safe deletion of documents no longer required.  Dealing with request/enquiries relating to waste containers, approving the delivery/repair of new and replacement containers. Arranging removal of unauthorized or abandoned bins.  Undertake checks of services provided to a residential property, to update records and make amendments/cancellations to services, following notifications of death or moving into, within and out of Wealden.  Responsible for the distribution of waste calendars to properties requesting a hardcopy of the annual collection calendar, including providing large print versions where requested.  Dealing with complaints and passing on information to our waste contractor to enable them to investigate and provide a response to the complainant.  Assist with training and provide support to new members of staff in the waste team, including apprentices and other temporarily employed staff.  To liaise with our waste contractor and other external suppliers on operational issues. Providing responses to any enquiries they send through. This includes passing on information relating to roadworks which may impact on waste or street cleansing activities.  When required, attend educational visits to schools and groups or other external events promoting waste and recycling.  To carry out any other duties as may be required by the Waste and Street Scene Manager or Head of Service. |
| **Will I be managing others?**  Whilst you will not be responsible for managing others, you will gain good team working skills and at times may assist in training up new members to the team. |
| **Who do I report into?**  Waste and Street Scene Manager |

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| **PROGRESSION & DEVELOPMENT** |
| **What are the development opportunities for me?**  Attend appropriate training courses as and when identified.  Gain knowledge on working for a local government department and networking with other members of the council, or external organisations. |
| **How will I know I am being successful in this role?**  There is a comprehensive induction programme for new employees to the Council, as well as regular progress assessments at 4, 8 and 20 weeks, as part of the probation period.  Following the probation period, you will be required to complete annual appraisals, including a 6-month review, to assess performance, and identify any further support or guidance that is required.  The appraisal will detail specific targets, including those generic to the Waste team, such as maintaining a recycling rate at or above 50% and any personal ones, which could be dealing with a certain number of clinical waste requests.  If required, there may also be regular check in meetings with the Waste and Street Scene Manager, to ensure you are managing ok, and to identify any further support or training that is required to fulfil the role. |
| **What is the required learning for me in this role?**  As part of the induction programme, you will be required to undertake certain mandatory online learning modules. Including but not limited to:     * Corporate Induction * Cyber Security Modules * Equalities and Diversity in the Workplace * WDC Fire Safety * Health & Safety Fundamentals * Data Protection Essentials * Freedom of Information – A Guide For Local Authorities * Display Screen Equipment (DSE)   There is also the option to undertake other learning through the council’s Learning Pool training. |

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. It may be subject to change to meet the evolving needs of the organisation.

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| **Additional Role Requirements** | |
| Standards of Conduct | You will be required to comply with the Council’s Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Council, Members, Colleagues and all those who have dealings with the Council, including customers and suppliers.  You must behave with integrity, act lawfully and demonstrate a strong commitment to ethical values.  To positively demonstrate the Wealden values yourself and to continue to build the culture of the Wealden values through the appointment, management, appraisal and development of staff (as well as third party providers). |
| Health & Safety/Risk Management | Wealden District Council’s Health & Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co‑operate and comply with management instructions regarding H&S issues and report all accidents, incidents and problems to their supervisor, manager or other senior members of staff, in line with the H&S policies.  You will need to be compliant with the Council’s risk management policies and procedures. These describe the Council’s commitment to risk management, the recognition that our aim is to protect colleagues and visitors from harm, and stress that all colleagues have a responsibility to minimise risk. |
| Governance Standards | Comply with the relevant governance standards applicable to the Council as communicated to the post-holder from time to time. |
| Data Protection | To comply with Council Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of staff and customer information. |
| Confidentiality | Council colleagues are required to ensure that information about customers and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18). The Council’s Data Security and Protection policy ICT policies provide guidance on how this can be achieved. |
| Communication | To encourage innovation and positive challenge through effective involvement, motivation and communication with Officers, Members, Partners and other Stakeholders, actively promoting the Council’s reputation and image as an employer of choice. |
| Digital/  Records Management | To direct the identification, development and implementation of digital and other systems and procedures which are aligned to the Council’s Drive to Digital Strategy and are shaped to reflect our customers’ and stakeholders’ needs.  To maintain Council customer and staff records (both paper and electronic) in accordance with Council policies. |
| Freedom of Information | To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Council Freedom of Information procedures. |
| Security | To comply with Council policies to ensure there is a safe and secure environment that protects Members, staff and visitors and their property, and the physical assets and the information of the organisation. |
| Other duties | Participate in such non-routine duties as elections and Emergency Planning as directed by the Chief Executive to include, where appropriate, the setup of a Rest Centre. |
| Freedom to Speak Up  (Whistleblowing) | You have responsibility for customer and staff welfare and should raise any concerns relating to a breach of Council policies and procedures with your manager or refer to HR for alternative options. |
| Environmental Impact | You will ensure compliance with the Council’s environmental management policies and procedures. These describe the Council’s commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards. |
| Performance review | This Job Description will be used as a basis for individual performance review between you and your line manager.  The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April and may develop to meet the changing needs of the service. You will need to take due account, in the way they achieve the key result areas, of Council policies and procedures. |
| Equality and Diversity | To take responsibility and comply with the Council’s Equal Opportunities policy (which makes a commitment to promote equal opportunities and equality of all protected characteristics in Wealden), Officers’ Code of Conduct, Data Protection and other relevant policies, procedures and legislation, to ensure these are embedded and applied throughout the service in both service provision and employment issues. |

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| **PERSON SPECIFICATION** |

| **CRITERIA** | **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **ASSESSED BY**  **Application Form / Interview / Practical Assessment** |
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| **Knowledge & Experience** | Some experience working in an office environment using computerised systems. | ✓ |  | Application form/Interview |
| Some experience dealing with customers and/ or members of the public. | ✓ |  | Application form/Interview |
|  | Experience of processing orders and raising invoices on computerised systems. |  | ✓ | Application form |
|  | IT literacy and confident use of email, and other Microsoft Office products, including Word and Excel and Teams. | ✓ |  | Application form/Interview |
|  | Knowledge of local government services. |  | ✓ | Application form |
|  | Knowledge of Wealden District. |  | ✓ | Application form/Interview |
| **Skills** | Occupational requirement to have a command of spoken English sufficient for effective performance. Applies to public facing roles where regular face-to-face or telephone contact is intrinsic to the role. | ✓ |  | Application form/Interview |
| An interest in environmental issues and able to demonstrate a positive commitment to waste prevention, minimization, reuse and recycling. | ✓ |  | Application form/Interview |
| Strong attention to detail and self-motivated to complete a job accurately. | ✓ |  | Application form/Interview |
| Ability to work independently or as part of a team and to exercise initiative. | ✓ |  |  |
| Excellent oral and written communication skills, and a friendly and professional manner in dealing with internal and external customers at all levels. | ✓ |  | Application form/Interview |
| Able to deal effectively and sympathetically with members of the public. | ✓ |  | Application form/Interview |
| Provides a high quality, reliable, consistent and customer-focused service. | ✓ |  | Application form/Interview |
| **Qualifications/**  **Education** | A good general standard of education with GCSE grade C (or equivalent) in English and Maths. | ✓ |  | Application form |

