 **Role Profile**

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| **Job Title** | Cleansing Project Support Officer | | |
| **Team** | Cleansing Services | **Grade** | 5 |
| **Reports to** | Cleansing Operations Manager | | |
| **Date** | 03/01/2025 | | |

**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 undertake projects to help improve the Council's recycling performance and waste collection service delivery.    To co-ordinate the response to service complaints and allocate them to Biffa and ADC staff members for resolution.    To resolve collection issues and undertake visits with the contractor and lead on provision of recycling bins to flats and new developments |

**Key areas of focus:**

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| 1. | 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 |
| 2. | To deliver partnership working for a range of waste education and waste projects across the West Sussex Waste Partnership |
| 3. | To support the implementation of a strategy for improving recycling performance |
| 4. | To lead on all Council initiatives associated with waste education, promotion and awareness amongst residents |
| 5. | To be the County wide representative for Arun within the West Sussex Waste Partnership Communications Group |
| 6. | To undertake site visits to resolve collection and bin store problems including meeting developers |
| 7. | To manage requests of recycling bins from flats, providing guidance on bin stores and improving communications with residents |
| 8. | To support the Cleansing Operations Manager through liaison with Council Contractors to ensure service standards are delivered to a high standard |
| 9. | To lead on the Cleansing departments use of social media and web pages in respect of service delivery to residents |
| 10. | To undertake orders/invoicing for the Cleansing Service |
| 11. | To carry out any other appropriate duties as may be allocated which support the delivery of the Cleansing Service |
| 12. | To support national initiatives such as the Keep Britain Tidy seaside awards |
| 13. | 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 |
| 14. | Any other duties that are appropriate with this post. |

Additional information (not contractual)

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| 1. | Responsible for no staff. |
| 2. | Responsible for no budgets. |
| 3. | 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 |
| Partnership working with a range of organisations 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** | | |
| Commitment: Displays values which contribute to a shared focus, exhibits high level of effort and commitment, is motivated to achieve, and demonstrates resonsible behaviour | 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 |  |
| Critical thinking: Able to separate information, prioritising this and referring to policies and procedures before making decisions. | X |  |
| Customer focus: Takes pride in and is committed to delivering high quality services. Identifies and clairifies individual needs. | X |  |
| Results driven: Persists in the face of difficulties to achieve goals, delivering outcomes on time and successfully. | 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/Enhanced 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 |