

## Job Details

Job Title:	<b>WASTE SERVICES OFFICER</b>
Post Number:	POST000308
Directorate:	Environmental and Community Services
Section:	Waste and Recycling Services
Post Grade:	Tier: 4, Grade: E
Responsible to:	Waste Services Manager
Responsible for:	N/A

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## Job Purpose

- To maximise income generation opportunities through the council's commercial waste service.
  - Responsible for a range of specialist waste service projects, contracts and initiatives to develop and improve the waste service and associated infrastructure.
  - Oversee and co-ordinate waste collection and recycling activities in an efficient and sustainable manner.
  - Provide professional advice, guidance and support to the waste service to ensure the Council complies with current legislation and standards.
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## Main Responsibilities

- Responsible for income generation opportunities through the generation of new business within our commercial waste service.
- Provide professional waste service advice and assistance to members of the public, other departments and organisations.
- Deal with enquiries and complaints from members of the public both in person and by phone or email/letters and provide responses in accordance with the Council's customer standards.

- Review domestic and trade waste collections regularly to ensure services maintain sufficient capacity to meet customer requirements, making changes where necessary to respond to changes in demand and service pressures.
  - Liaise with the staffing agency provider, when required, to ensure waste management services are properly resourced at all times.
  - Support the Waste Services Manager to manage and develop health and safety management systems relevant to waste services.
  - Assist in the development of partnerships that are effective with a range of services and other organisations to develop and support the waste and recycling service and ensure that the Council receives the maximum benefit from any resources available through these partnerships.
  - Assist in the development and implementation of the Council's waste policies and strategy ensuring compliance with current legislation.
  - Responsible for the delivery and development of new projects and initiatives to enhance service delivery and customer satisfaction including recycling initiatives.
  - Develop communications materials to support the work of the waste service including review of website information and social media communications in partnership with the Council's Communications Team.
  - Attend meetings, give presentations and undertake appropriate training as necessary. This may include working outside of normal working core hours.
  - Assist in the preparation of specifications and contract documents for the competitive tendering of the contracts and monitor the performance of approved contractors.
  - Advise and support community groups in waste related initiatives.
  - Collate and input waste data into IT systems such as Whitespace and Waste Data Flow and compile statistics and monitoring reports.
  - Deputise in the absence of the Waste Services Manager.
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## **Decision making**

- Development of new projects and initiatives to ensure outcomes are delivered.
  - Evaluate tender submissions and award contracts ensuring quality and best value.
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## **Financial Responsibilities**

- Assist the Waste Services Manager in the allocation of resources and monitoring of annual revenue/capital budgets, agree contract variations and ensure projects are completed with agreed timescales.

- Assist in the management of the delegated budget, including ensuring commercial waste income targets are achieved.
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## **Key Contacts / Relationships**

- The public, sub-contractors, developers, council officers and a wide range of external organisations.
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## **STANDARD CLAUSES**

### **Health and Safety**

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

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.

### **Equality and Diversity**

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

### **Training**

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

### **Performance Management**

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

### **Confidentiality**

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

## **Customer Care**

You will promote and deliver fair and high quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

## **Environmental**

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

## **Safeguarding Children and Vulnerable Adults**

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

## **Other Duties**

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

**Produced by:**        **Head of Operational Services**

**Date:**                **February 2024**

**Version:**           **2.0**

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## **Declaration**

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

# PERSON SPECIFICATION

**Job Title:** WASTE SERVICES OFFICER

**Post Number:** POST000308

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## EXPERIENCE

### Essential Criteria

- Experience in Waste Services industry. A,I
  - Experience in developing commercial waste business opportunities. A,I
  - Experience in a technical office environment, preferably in a public service. A,I
  - Experience of partnership working and representing the Council at local, regional and national forums, groups and working parties. A,I
  - Experience of supporting multifunctional teams, service planning and delivering operational priorities, targets and objectives within agreed timescales. A,I
  - Customer service/interaction experience. A,I
  - Experience of working in local government and/or a waste management service. A,I
  - Experience in developing publicity and marketing initiatives to enhance take up and understanding of waste services. A,I
  - Project management experience. A,I
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## QUALIFICATIONS

### Essential Criteria

- Higher level education. A,D

### Desirable Criteria

- HND/Degree in Waste Services or an appropriate subject. A,D
  - Membership of professional bodies. A,D
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## SKILLS & KNOWLEDGE

### Essential Criteria

- Knowledge of legislation relating to commercial waste licences. A,I
- Ability to interpret service data and use it to inform reports. A,I
- Ability to effectively influence stakeholders to support service objectives. A,I

- Good organisational and problem solving skills. A,I
- Ability to work unsupervised and use initiative to prioritise workload and meet deadlines. A,I
- Confident when speaking with people on the telephone and face to face. A,I
- Ability to be creative and innovative, not afraid to suggest new ideas. A,I
- Flexible and versatile and willing to carry out a wide range of duties. A,I
- Willingness to learn new skills and adopt new ideas. A,I
- Ability to use computers including Microsoft Word, Excel and Outlook email. A,I
- Knowledge of route planning, recycling initiatives and community engagement. A,I

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## OTHER REQUIREMENTS

### Essential Criteria

- Full driving licence. A,D
- Ability to work flexibly, outside of core hours if required. A

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## ASSESSMENT KEY:

A Application | I Interview | T Test | D Documentation

**Version: 2.0 – February 2023**