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| **Job Description** |



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| **JOB TITLE** | Environmental Services Monitoring Officer |
| **REPORTS TO** | Waste & Cleansing Contracts Manager |
| **DIRECT REPORTS** | None |
| **INDIRECT REPORTS** | None |
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| **PURPOSE OF THE JOB ROLE** |
| Day to day monitoring of the council’s recycling, waste and cleansing services contracts for an allocated geographical area /the allocated contracts and liaise with contracts to resolve issues. |
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| **MAIN DUTIES AND RESPONSIBILITIES** |
| * Day to day monitoring of the delivery of the council’s recycling, waste, cleansing services, leisure and grounds maintenance contracts. Identifying service failures, problems or issues and taking appropriate remedial action
* To fully investigate and respond to service delivery/failure complaints and resolve within the council’s specified KPI’s or escalate as required.
* Ensure all relevant performance data is recorded in the Management Information System (MIS) for detailed analysis to support the decision-making process for effective and efficient commissioning and contract management.
* Provide administration support for contracts and projects.
* To assist with the maintenance and updating of databases, for example, GIS land ownership and waste data flow, producing reports as required.
* To provide advice and information to any local groups, individuals, council officers and members, landowners or other organisations as required.
* To support activity to increase the involvement of residents, schools and community groups in looking after their areas so that cleaner and greener neighbourhoods are self-sustaining.
* Responsible for the effective day to day management and financial and performance monitoring of any contracts in line with the requirements set out in Part 8A of the Council’s Constitution.

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| This job description outlines the main duties and responsibilities but does not detail every task required for service delivery. You may be asked to take on additional duties at an equivalent level, on a temporary or permanent basis. |
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| **GENERAL RESPONSIBILITIES** |
| Standard responsibilities that apply to all council staff or specific groups are set out in the [Employee Handbook](https://www.rbwm.gov.uk/media/2074/download/), these include:

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| * Corporate management
* Information governance compliance
* Whistleblowing
* General Safeguarding Statement
* Project and work management
* Working in a team
 | * Risk management including Health & Safety
* Business continuity
* Equality of Opportunity
* Our corporate values
* Budget management
* Specific responsibilities for managers
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Local operating procedures and specific activities/tasks will be supplied by the service. |
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| **PERSON SPECIFICATION**(When setting out the person specification, have a think about what you would consider as the minimum (or essential) criteria versus what skills and experience are desirable for this role. For desirable criteria, indicate by adding ‘(desirable)’ at the end of the requirement. Candidates who have declared a disability, are care leavers, or are part of the armed forces and meet the minimum criteria, will be guaranteed an interview under the Guaranteed Interview Scheme.) |
| **Qualifications/Education/Training**  | NVQ level 3 or equivalent by experience |
| **Experience**  | Experience in, or a good understanding of the principles and practices of Recycling and Waste management and contract management.Experience in, or a good understanding of, street cleansing, grounds maintenance or leisure services. (Desirable).Experience of working with suppliers monitoring the effectiveness of contracts Experience of investigating and comprehensively responding to complaints and service requests |
| **Skills, Abilities and Competencies**  | Able to deal with difficult situations calmly and effectively and develop solutions Good level of use of Microsoft IT systems and programs particularly ExcelExcellent interpersonal skills and ability to act with authority as a representative of the council to residents,businesses, partners and members of the publicExcellent personal organisational skills and attention to detail.Able to make a positive contribution to a small team Ability to produce good quality written reportsAble to manage self and achieve a good work life balance |
| **Specific Working Requirements** | Full driving licence and access to own vehicle. |
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| **OTHER/SPECIAL REQUIREMENTS FOR THIS ROLE**  |
| **DBS check required for this role** | Not applicable |
| **Is this role “politically restricted”?** | No |
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| **ADDITIONAL JOB DETAILS** |
| **Job Grade** | 6 |
| **Directorate** | Place |
| **Service Area** | Environmental Services |