

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: Senior Environmental Services Officer (Waste)

TEAM: Environmental Services

GRADE: 6

SERVICE AREA: Environmental Services

RESPONSIBLE TO: Waste Operations Manager

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

DATE ISSUED: January 2026

JOB PURPOSE:

To assist both the Waste Operations Manager and Environmental Services Manager to ensure that the Council's waste management responsibilities for both contracted and non-contracted work is achieved in a satisfactory and cost-effective standard and manner, providing cover for both Managers in their absence and as and when required.

PRINCIPAL RESPONSIBILITIES:

1. To oversee the quality of work performed by contractors concerning refuse and recycling contracts, specify necessary remedial actions, investigate informal complaints, document results, and maintain statistical records as stipulated by contract conditions.
2. To investigate, initiate, coordinate, promote, and publicise projects related to recycling and waste minimization. Maintain accurate and up-to-date statistics and data. Ensure the efficient implementation of these projects and foster close cooperation with external bodies, such as Parish Councils, as appropriate.
3. To assist in supervising and administering the waste management and street cleansing functions carried out by Harborough District Council and/or third-party contractors/agents, ensuring maximum service effectiveness at minimal and realistic costs. Provide cover for the Waste Operations and Environmental Services Manager during their absence.
4. To assist in the daily operations of Waste Management, ensuring the implementation of the Council's integrated waste and environmental management policies for maximum service effectiveness at minimal and practical costs.

5. To assist in developing waste recycling initiatives and infrastructure as part of a comprehensive recycling plan/strategy for the district, aiming to meet the Government's local targets for minimizing waste disposal.
6. To assist in developing environmental education initiatives and integrated waste management policies, and to coordinate Local Agenda 21 issues.
7. To work closely with the Senior Environmental Services Officer (Grounds / Streets).
8. To assist the waste operations manager in overseeing the delivery / rollout of an operational food waste service
9. To liaise with outside bodies directly or indirectly involved in waste management services to co-ordinate policy and procedures/strategies.
10. Take necessary actions to address problem areas by conducting site visits and holding meetings with individual service users and larger community groups.
11. To keep current with legislation, demographic changes, and developments affecting waste management in the district. Assist the Waste Operations and Environmental Services Manager in issuing and negotiating contractual variations to accommodate these changes and in developing new contracts.
12. Authorise financial transactions up to the value of £5,000, ensuring compliance with Harborough District Councils Finance policies and procedures.
13. To lead on and oversee / deliver internal and external projects relating to both waste and grounds related matters.
14. To line manage and develop all new apprenticeships within environmental services.
15. To arrange and organise training related to internal systems for new starters including customer services advisors.
16. Whilst this role currently primarily focuses on waste management, flexibility will be required to cover other areas of the environmental services function where necessary.
17. To uphold and display the HDC behaviour competency framework to at least level 2.
18. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies
19. As a term of employment, the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

20. Health and Safety

- To be familiar with and at all times comply with
 - the Council's general health and safety policy,

- the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.
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- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
 - To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
 - To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
 - To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

JOB TITLE: Senior Environmental Services Officer (Waste)						
TEAM: Environmental Services	GRADE: 6	ALLOWANCE: Casual Car user	Assessment A/I/T/E	PERMANENT	WEEKLY HOURS: 37	Assessment A/I/T/E
CRITERIA FOR SELECTION: (Justifiable as necessary for safe and effective performance)	ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria)			ADDITIONAL/USEFUL REQUIREMENTS (Where available, elements that contribute to improved/immediate performance in the job)		
Qualifications	<ul style="list-style-type: none"> Relevant degree, such as environmental science or equivalent demonstratable experience / knowledge of specialist area i.e. Grounds and enviro crime, street cleansing, contract management. 		A/E	<ul style="list-style-type: none"> Formal training or qualification in Environmental Services 		A/E
Experience	<ul style="list-style-type: none"> Experience of working in a political environment. Experience of service transformation. Experience of developing and implementing performance management processes. Experience of processes and procedures in relation to operational waste management services. Experience of dealing with members of the public, difficult people and challenging situations including handling complaints Experience of negotiation 		A/I A/I A/I A/I A/I	<ul style="list-style-type: none"> Membership of Chartered Institution of Wastes Management (C.I.W.M.) Record of continuous professional development (C.P.D.) or equivalent experience in relevant field Experience of web content management 		A/E A/E A/I
Knowledge	<ul style="list-style-type: none"> Basic understanding of Environmental Legislation, sufficient to ensure compliance Understanding of waste and recycling services Intermediate MS Office skills, including Word and Excel 		A/I A/I I	<ul style="list-style-type: none"> Undertaking the procurement for new services and/or contracts. 		A

	<ul style="list-style-type: none"> • Able to work within a political environment 	A/I		
Skills	<ul style="list-style-type: none"> • Good literacy and numeracy skills. • Excellent verbal communication skills, able to communicate confidently and present to a range of stakeholders. • Good negotiation skills and able to remain calm, confident and diplomatic in circumstances that can be hostile on occasions. • Excellent written communication skills for report writing contract terms and customer communications. • Ability to maintain accurate records in a timely manner and use analytical skills to identify trends and inform service delivery. • Ability to work on own initiative or as part of a team when required. • Ability and willingness to demonstrate fair and equal treatment of customers and demonstrate excellent customer focus. • Ability to lead, develop and motivate staff • Resilience and ability to demonstrate assertiveness. • Ability to see a task through from start to finish to meet deadlines. • Able to work in partnership with other teams, stakeholders and authorities. • Flexible and adaptable in your approach to work. • Able to think creatively and deliver innovative and cost-efficient services. • Ability to organise events for a wide range of audiences from Councillors, parishes, businesses and communities. 	A/I A/I A/I A/I A/I I I I I A/I A/I A/I		
Other	<ul style="list-style-type: none"> • Full valid UK driving licence and have access to a suitable vehicle for business purposes. • Ability and willingness to undertake relevant training. • Able to carry out site visits. 	E/I I I		