

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST TITLE: Environmental Services Officer GRADE: 4

TEAM: Environmental Services

RESPONSIBLE TO: Waste Operations Manager or;
Environmental Services Manager

ALLOWANCE: Casual car user

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

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 employees' 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 in the running of Environmental Services within Harborough District Council, including: Domestic Waste, Trade Waste, Grounds Maintenance, Street Cleansing and Environmental Crime. This includes making day to day operational decisions, making site visits for health and safety checks, visiting customers with the contractor, maintaining databases, producing accurate management information, organising and supporting meetings, securing trade waste contracts, liaising with potential customers to identify their needs and, where appropriate, providing quotes, keeping records of services provided and raising and processing invoices.

JOB ACCOUNTABILITIES:

1. To answer queries and respond to issues that arise by all forms of contact and manage the response/outcome. To deal with a variety of operational issues relating to grounds maintenance, recycling, street cleansing, trade waste, environmental crime and waste services and only escalating to a more senior member of the team if required.
2. To maintain and update databases relating to grounds maintenance, trade waste, recycling, street cleansing and domestic waste services and provide training to colleagues where necessary.
3. To periodically report the number of trade contracts and performance of contractor on collections.

4. To liaise with the primary contractor regarding the provision of all functions provided by Environmental Services and to notify them of any relevant service changes, issues etc. To meet on site to discuss new and existing requirements / problems.
5. To speak with the relevant supervisors of contractors should any remedial works be required.
6. To organise the bulking and transportation of recycling material by working with third party contractors, disposal facilities and Leicestershire County Council. To monitor the service that is being provided and make alternative arrangements if required.
7. To maintain accurate customer records, organise and record annual customer contracts and Duty of Care Notices, liaise with Finance regarding annual billing, process and raise invoices and arrange recharges, to resolve queries relating to invoices and to ensure that unpaid invoices are followed up or escalated.
8. To allocate documents received via the Council's Document Management System (DMS) and to locate files and information from the DMS.
9. To make arrangements and provide administrative support for internal and external meetings including producing and issuing agendas and minutes, booking appropriate rooms, keeping an action log and following up on any outstanding actions.
10. To organise arrangements for clinical waste collections from residents by gaining an understanding of residents' needs and making arrangements with the contractor. Keeping accurate, secure, electronic records.
11. Administer arrangements for assisted bin collections from elderly / disabled residents in accordance with the Council's Policy and ensure accurate records are kept. Liaise with the Contractor to ensure that the round arrangements are up to date.
12. To assist the EnviroCrime Enforcement Officers by reviewing information, e.g. CCTV, in order to identify potential evidence.
13. Act as a content editor for the Environmental Services Team on the Harborough District Council website.
14. To create and send content to the communications team for Environmental Services campaigns across all media platforms and covering all the service areas, including social media. This will involve generating campaign ideas and working with the communications team to draft and produce materials.
15. To assess incoming events forms to ensure that the service area's requirements are met in terms of compliance and procedures.

16. To be the first point of contact for any customer issues for all service areas. This includes dealing with formal feedback in the form of compliments or complaints (informal complaints should be dealt with; Stage 1 complaints should be referred to the Waste Operations Manager)
17. In liaison with your manager, purchase items as required for the service, ensuring that items purchased are in accordance with the required specification and the purchase price is the most competitive.
18. To secure trade waste contracts on behalf of Harborough District Council, for the whole range of services to include sacks, containers and recycling initiatives.
19. To liaise with potential customers regarding their requirements and provide a formal quote in line with their requirements and to promote additional business.
20. To assist with activities and initiatives relating to waste, trade waste and recycling. To identify, develop, coordinate and implement new business opportunities and initiatives.
21. To ensure that the Refuse Round sheets are regularly updated and to inform the refuse collection contractor of the current trade collection requirements. To provide any analysis of statistical returns required for management information.
22. To assist in the regular audit of council stock held by the contractor. To perform random checks of stock items.
23. To reconcile any weighbridge tickets and bin delivery paperwork with invoices for costs to ensure that HDC is being invoiced accurately. Provide any data to Finance on a regular basis.
24. To carry out regular Health and Safety inspections independently and with contractors to ensure full Health and Safety compliance.
25. Manage the allotment service, including allotment assignment, regular inspections, maintaining relationships with allotment holders and ensuring billing information is up to date.
26. To uphold and display the HDC behaviour competency framework to at least level 1.
27. 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.
28. 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.

Health and Safety

29. 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.
- local department specific health and safety procedures as amended or added to from time to time.

30. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.

31. 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.

32. To maintain Personal Protective Equipment and to report any PPE that is defective.

33. 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.

34. To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE: Environmental Services Officer					
TEAM: Environmental Services	POST NO: TS30	GRADE: 4	ALLOWANCE: Casual car user	PERMANENT	WEEKLY HOURS: 37
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"> Educated to GCSE level or equivalent including English and Maths at Grade 4 or ‘C’ or above or able to demonstrate equivalent numeracy and literacy skills 	A,E	<ul style="list-style-type: none"> Administration and / or ICT related qualifications. 	A,E
Experience		<ul style="list-style-type: none"> Working in an administrative role in a busy office environment, including maintaining databases, keeping accurate records, producing letters and management information. Experience of supporting meetings and / or events. Experience of communicating with customers and resolving complaints, including by telephone or face to face. 	<p>A,I</p> <p>A,I</p> <p>A,I</p>	<ul style="list-style-type: none"> Experience of working on a helpdesk* Experience of working with contractors* Experience of processing invoices* Experience of working in Environmental Services* Experience of liaising with contractors / suppliers and resolving issues Experience of writing for a range of different media, e.g. letters / web content / marketing literature 	<p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p>

Knowledge	<ul style="list-style-type: none"> • Knowledge of the waste & recycling sectors • Knowledge of waste and recycling legislation including business and industrial waste 	A,I A,I		
Skills	<ul style="list-style-type: none"> • Intermediate Word and Excel skills • Ability to use MS Outlook or equivalent • Able to demonstrate customer focus and demonstrate tact and diplomacy • Excellent verbal communication skills • Sales and negotiation skills • Assertive when required • Resilience • Good organisational and planning skills • Good interpersonal skills • An ability to work using own initiative within boundaries • Able to prioritise own workload • Able to work under pressure • An ability to work effectively with 	A,I 	<ul style="list-style-type: none"> • Ability to use MS Access 	A,I

	<p>people across a wide range of levels and responsibilities</p> <ul style="list-style-type: none"> • Good attention to detail • Good team working skills • Able to produce well presented reports from databases • Good keyboard skills • Excellent numeracy skills • Good written communication skills, sufficient to produce clear and well structured letters, web content and campaign content • The ability to maintain confidentiality 	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A,I</p> <p>I</p>		
Other	<ul style="list-style-type: none"> • Willing to undertake new training and courses relating to post. • Access to a suitable vehicle for work purposes and appropriate insurance • Full valid manual driving licence 	<p>I</p> <p>E</p> <p>E</p>		

Assessment Legend:	A = Application Form	T = Test	E – Evidence / Certificate	I = Interview
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Those criteria marked with an asterisk will be weighted where desirable criteria are used during shortlisting.

+ Reasonable adjustments will be considered