

Job Description

JOB DETAILS	
Job Title	Contract Monitoring Officer (Service Enhancement & Engagement)
Service Area / Team	Regulatory & Community Services / Waste Management
Reports to	Head of Waste Services (DDC)
Post Number	WM004
Grade	E
Politically Restricted Post	No
DBS Requirement	Basic

JOB PURPOSE
<ul style="list-style-type: none"> To develop and deliver an annual programme of awareness campaigns and initiatives across the Folkestone & Hythe and Dover districts aimed at improving the capture of household recyclables through the Councils' collection service, and tackling litter / fly-tipping issues. To lead on projects across the districts to improve resident and community engagement, notably aimed at increasing the capture of recyclable materials / the minimisation of residual waste presented for collection, and combatting littering / fly-tipping.

MAIN DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Assist in the delivery of the East Kent Waste contract by leading on initiatives and projects aimed at enhancing household recyclables capture across the FHDC / DDC districts.
<ul style="list-style-type: none"> Develop and deploy educational material for distribution to residents, at a frequency necessary to maintain and improve household recyclables capture (at any given property).
<ul style="list-style-type: none"> Act as the conduit between Waste Services and FHDC / DCC Communications specialists to ensure suitable campaign material is created, and regular,

relevant and accurate service messaging (including via social media/ websites / press enquiries) is being transmitted.
<ul style="list-style-type: none"> • Act as lead editor for service website pages.
<ul style="list-style-type: none"> • Educate residents face-to-face, or via email and by telephone as to the policies and guidelines regarding recycling and waste, e.g. bin supply and what can be recycled, etc.
<ul style="list-style-type: none"> • Undertake presentations to schools and other interest groups to promote the segregation and presentation of household recyclables.
<ul style="list-style-type: none"> • Collect performance statistics to demonstrate effectiveness of household recyclables capture.
<ul style="list-style-type: none"> • Support the Head of Service in communicating campaign activities and outcomes to senior management and Portfolio Holders / elected Members.
<ul style="list-style-type: none"> • Liaise with the contractor to ensure delivery of the contract Social Value objectives.
<ul style="list-style-type: none"> • Liaise with the contractor to ensure timely resolution to any service failures.
<ul style="list-style-type: none"> • Attend meetings with Contractor as required in connection with the delivery of the services and identify / discuss / develop any potential enhancements to the service delivery.
<ul style="list-style-type: none"> • Work with other sections of the Councils (such as Planning, Housing, Environmental Protection) to deliver an integrated approach to waste and environmental management.
<ul style="list-style-type: none"> • Identify and deliver continuous improvement / best practice initiatives.
<ul style="list-style-type: none"> • Act as the Councils' Waste Services representative on the Kent Resource Partnership Communications group, working with peers in the other Kent District and Borough Councils.
<ul style="list-style-type: none"> • Manage small projects as determined by the Head of Waste Services or through the work of the Kent Resource Partnership.
<ul style="list-style-type: none"> • Actively participate in 1-1s, team meetings and relevant internal and external meetings.

CORPORATE RESPONSIBILITIES

<ul style="list-style-type: none"> • Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
<ul style="list-style-type: none"> • To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
<ul style="list-style-type: none"> • To actively demonstrate the values and behaviours of the council.
<ul style="list-style-type: none"> • To ensure our customers are valued by taking into account their views and needs in all that we do.
<ul style="list-style-type: none"> • To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
<ul style="list-style-type: none"> • To communicate openly and honestly with colleagues, members and customers.
<ul style="list-style-type: none"> • To undergo any training necessary to be able to fulfil the requirements of the job.

- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Contract Monitoring Officer (Service Enhancement & Engagement)

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential <ul style="list-style-type: none"> ▪ Good basic education to GCSE A-C standard or equivalent (including Maths & English) ▪ Competency in Microsoft Office standard applications. 	✓		
	Desirable <ul style="list-style-type: none"> ▪ Relevant higher education qualification ▪ Waste-related qualification 	✓		
Experience and Knowledge	<ul style="list-style-type: none"> ▪ 2-years' experience in project management / delivery ▪ Proven ability to communicate via various media ▪ A common-sense approach to identifying and solving challenges 	✓	✓	
	Desirable <ul style="list-style-type: none"> ▪ Knowledge of waste, recycling, cleansing and environmental issues ▪ Experience of designing / delivering communications and behaviour change initiatives 	✓	✓	

