Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Contract Monitoring Officer (Communal & Projects) (2-year Fixed Term)
Service Area / Team	Waste Services (via DDC)
Reports to	Ian Dudding
Post Number	WM003
Grade & Annual Salary	Grade E
Politically Restricted Post	No
DBS Requirement	N/A

JOB PURPOSE
• Undertake a range of duties and projects to ensure effective recyclables capture at communal properties in the district(s). • Undertake inspections and assist in the gathering of evidence to instigate, deliver and performance manage projects (especially at communal properties).

MAIN DUTIES AND RESPONSIBILITIES
• Assist in the delivery of the East Kent Waste contract by implementing and enhancing recyclables capture at communal properties, through liaison with the relevant Landlords / Managing Agents to ensure the adequate provision, siting, and use of recyclables containers in multiple occupancy locations around the district(s); and also through liaison with the collection contractor to ensure that the maximum amount of recyclable material can reasonably be collected.
• Oversee the sizing, ordering, installation and cost recovery of refuse and recyclables containers at communal properties.
• Compile and maintain / update a list of privately owned / social housing Landlords and Managing Agents so that effective and efficient contact can be made when a non-conformance or emergency arises.

• Develop and deploy educational material for distribution to communal residents, at a frequency necessary to maintain and improve recyclables capture (at any given property).
• Educate residents face to face, email and by telephone as to the policies and guidelines regarding recycling and waste i.e. bin supply and what can be recycled.
• Collect performance statistics to demonstrate effectiveness of recyclables capture at communal locations.
• Inspect individual locations, sites and determine what infrastructure enhancements may be required, following good practice examples where appropriate.
• Identify and document any defaults in service provision, instruct the contractor in accordance with set procedures and issue rectification notices and defaults in accordance with the performance mechanism under the contract specification.
• Liaise with the contractor to ensure timely resolution to any service failures.
• Process any additional works order for work outside contract specification and check that works have been completed to satisfaction within specified time limits.
• Attend meetings with Contractor as required in connection with the management of the services and to discuss & develop service delivery.
• Inform Contractor as to changes to service provision as necessary (e.g. due to weather conditions / damage, infrastructure work, access restrictions, etc.).
• Liaise and meet with service users regarding service complaints and queries, including answering correspondence/telephone enquiries etc. Maintain records of the outcomes and any actions / responses implemented in accordance with the Council's Complaints Policy where applicable.
• Work with other sections of the Councils (such as Planning, Housing, Private Rental Sector) to deliver an integrated approach to waste and environmental management, especially at communal properties.
• Identify and deliver continuous improvement/best practice initiatives.
• Assist in the development of the Council's partnership with the Kent Resource Partnership, District and Borough Councils and other relevant organisations.
• Manage small projects as determined by the Waste Services Manager or through the work of the Kent Resource Partnership.
• Actively participate in 1-1s, team meetings and relevant internal and external meetings.

CORPORATE RESPONSIBILITIES
• 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.
• 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.
• To actively demonstrate the values and behaviours of the council.
• To ensure our customers are valued by taking into account their views and needs in all that we do.

• To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
• To communicate openly and honestly with colleagues, members and customers.
• 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 & Romney Marsh
Shepway District Council
www.shepway.gov.uk

Folkestone & Hythe District Council Person Specification

Post Title: Contract Monitoring Officer (Communal & Projects)

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**			
	▪ Good basic education to GCSE A-C standard or equivalent (including Maths & English)	✓		
	▪ Competency in Microsoft Office standard applications.	✓		
	Desirable			
	▪ Waste or environmental higher education	✓		
	▪ Waste-related qualification	✓		
	▪ Health & Safety-related qualification	✓		
Experience and Knowledge	▪ 2-years' experience in project management / delivery	✓	✓	
	▪ Letter writing and conflict resolution skills	✓	✓	
	▪ A common-sense approach to problem solving	✓	✓	
	Desirable			
	▪ Knowledge of waste, recycling, cleansing and environmental issues	✓	✓	
	Knowledge of Health and Safety requirements in the waste industry	✓	✓	
Skills and Abilities	**Essential**			
	▪ Ability to work independently and as a member of a team		✓	
	▪ Ability to operate on own initiative with minimal supervision		✓	
	▪ Excellent written and oral communication skills	✓	✓	
	▪ High level of attention to detail and accuracy	✓	✓	

	▪ Competent user of IT, particularly Microsoft Office ▪ Proactive and committed to continued service and personal development ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. ▪ Ability to demonstrate a professional and customer orientated approach. ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels. ▪ Flexible approach to work including occasional evening and weekend work. ▪ Ability to travel around the district in and efficient and effective manner.	✓	✓ ✓ ✓ ✓ ✓ ✓ ✓	
	Desirable			