



Role profile

Role title	Operations Officer (West)
Reports to	Operations Manager (West)
Team	Operations
Grade	SH5
Date role profile created	June 2026

Role summary

This role will support the Operations Manager in managing the waste collection and street cleansing contract by working effectively with the contractor to deliver a high level of service in compliance with the contract specification.

This will include monitoring the day-to-day performance of the contract, working with the contractor to improve customer satisfaction in services, and monitoring health and safety. You will be proactive in identifying issues in these areas and work with the contractor to resolve them successfully. You will also investigate and resolve complaints from residents and councillors, working closely with colleagues in our partner authorities as required.

The role will also be expected to be actively involved in the development and delivery of our annual improvement plan and other internally delivered projects to increase performance.

With a broad range of work to get involved in you can expect to have a working week which sees you split your time equally between desk-based work and being out and about in the contract area.

Work context

Surrey's 11 district and borough councils and the county council work in partnership to manage waste from the county's homes. Since the formation of the partnership in 2009 a range of initiatives have been undertaken to reduce waste and improve recycling including the introduction of separate food waste collections. As a result, Surrey (2020-21) has the third highest recycling rate of England's two-tier authority areas and the partnership's work has been recognised as ground-breaking and innovative.

Additionally, four of the councils, Elmbridge, Mole Valley, Surrey Heath and Woking, also work together to deliver waste collection and street cleaning services in their areas through a joint contract.

Line management responsibility if applicable	None.
Budget responsibility if applicable	No direct budgetary responsibility but should develop an understanding and awareness of local authority budgets and help us remain accountable to partners to achieve value for money services.
Person specification	<p>Education, qualifications and training</p> <ul style="list-style-type: none"> • Educated to A Level standard, or able to evidence ability at an equivalent level. <p>Knowledge and experience</p> <ul style="list-style-type: none"> • Experience in monitoring contracts and using performance management systems. • Experience of providing good customer care. • Experience of implementing projects or contract changes would be an advantage. • Knowledge of health and safety legislation and risk management. • Knowledge of environmental legislation would be an advantage. <p>Skills and abilities</p> <ul style="list-style-type: none"> • Ability to communicate well with members, senior management, colleagues, contractors and members of the public. • Able to work effectively in cooperation and partnership with a wide range of people and organisations. • Excellent customer service skills, particularly while under pressure. • Ability to work proactively and flexibly, getting to grips with new areas rapidly and responding to requests for information. • Excellent written and verbal communication skills. • Effective interpersonal, influencing and negotiating skills. • Confident in raising contractual issues and negotiating a resolution. • Good IT skills including Word, Excel and Outlook. • Able to take the initiative, including ownership of work, doing what is needed without being asked and following through.
Other requirements/ information	<ul style="list-style-type: none"> • It is a fast-moving environment where some out of hours working may be required. • A full driving license and access to suitable vehicle is required. The post holder will be deemed an essential car user.

	<ul style="list-style-type: none">• The role will involve some lone working outdoors and travelling.
Location	<p>Based across Surrey Heath and Woking.</p> <p>However please note that some travel to the other joint contract areas of Elmbridge and Mole Valley may periodically be required.</p>