

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Contract Management Officer
Service Area / Team	Regulatory & Community Services / Waste Management
Reports to	Head of Waste Services (DDC)
Post Number	WM001
Grade	E
Politically Restricted Post	No
DBS Requirement	N/A

JOB PURPOSE
- To support the Head of Waste Services in the provision of the Council's recycling, waste and cleansing services across the Folkestone & Hythe and Dover districts. Providing challenge through contract negotiation, ensuring that work is carried out in line with the contract and industry 'best practice'. - To develop and strengthen partnership working across the East Kent Partnership, Kent Resource Partnership and to other departments within the local authorities of Folkestone & Hythe and Dover.

MAIN DUTIES AND RESPONSIBILITIES
- To assist in the management and monitoring of the Council's recycling, waste and cleansing contract in accordance with the current contract, Environmental Protection Act 1990, Refuse Disposal (Amenity) Act 1978, the Controlled Waste Regulations 2012 and relevant Code of Practice. - Responding to complaints made by the public and Councillors, obtaining any necessary evidence or information to enable the preparation of appropriate responses to feedback the outcomes and any actions to be implemented in accordance with the Council's Complaints Policy where applicable. - To assist in the development and drafting of recycling, waste collection, and cleansing service contracts. - To collect performance data to help monitor the contractor's performance against the relevant local performance indicator, and taking any necessary follow-up action with the contractor. - To issue rectification notices and defaults in accordance with the performance mechanism under the contract specification. - Liaise with the contractor to ensure timely resolution to service failures.

• Issue notices to vehicles declared abandoned on inspection following a public or police report.
• To represent the Council at various parish and town councils and other community group meetings, including making presentations to these bodies.
• To assist in the development of the Council's partnership with the Kent Resource Partnership, District and Borough Councils and other relevant organisations.
• Educating 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.
• Actively participating in 1-1's, team meetings and relevant internal and external meetings, including when required with the Contractor's "Service Delivery Managers", to engender a partnership approach to the delivery of the services and to discuss and develop solutions to any areas of challenge or concern.
• Day to day contract negotiations to resolve contract issues, including issues over health and safety.
• Managing of small projects as determined by the Head of Waste Services or through the work of the Kent Resource Partnership.
• Undertake scheduled Local Environmental Quality surveys within the required timescale to ensure KPI returns can be made (by others) in a timely manner.
• Inspect individual locations, sites and oversee the contractor's activities and duties with regards to the terms of the contract as necessary in order to ensure service provision is to the required standard.
• Work with Contractor's Service Delivery Managers to mitigate any impacts on service provision as a result of locally influencing factors (e.g. weather, damage, road closure, vehicle breakdowns, etc), and where relevant identify and/or alert relevant stakeholders and partners likely to be affected.
• Identify need for any additional works to be undertaken outside of the standard contract specification requirements, and undertake checks to ensure that any commissioned works have been completed to satisfaction and within specified time limits.
• To complete street cleansing monitoring inspections either in the evening and/or over weekends. This will be mainly during the summer season.

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 District Council Person Specification

Post Title: Contract Management Officer

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)	✓		
	Desirable			
Experience and Knowledge	Essential 2 years' experience in contract management - Knowledge of waste, recycling, cleansing and environmental issues - Knowledge of Environmental Legislation - Letter writing and conflict resolution - Contract management and negotiation - A common sense approach to problem solving - Knowledge of Health and Safety requirements in the waste industry	✓ ✓ ✓ ✓ ✓ ✓ ✓		
	Desirable Experience of working in a local authority	✓		
Skills and Abilities	Essential - Ability to work as part 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, particularly during the summer months ▪ Ability to travel around the District in an effective and efficient manner	✓	✓ ✓ ✓ ✓ ✓	
	Desirable	✓	✓	