



## **JOB DESCRIPTION**

**POST: Waste Management Officer**

**DEPARTMENT: Waste**

**REPORTING TO: Corporate Manager - Waste**

**RESPONSIBLE FOR:** (if applicable)

**Grade: 5**

## **MAIN JOB PURPOSE:**

- a) To provide an advisory, educational and support service to the residents and waste team members on issues relating to the Councils' sustainable waste management policies and objectives
- b) Use professional knowledge and expertise in order to advise customers of issues relating to waste management and the correct disposal of household waste
- c) Responsible for the management of the hazardous waste site in order to ensure compliance with the Waste Management Licence and Department of the Environment regulations
- d) Use professional judgement to interpret and implement revised and new legislation relating to waste regulations.
- e) Write reports and undertake design work relating to waste initiatives and produce publicity and design information for the relative websites.
- f) Design and produce booklets, leaflets and publicity information for initiatives relating to waste and recycling services
- g) Raise awareness and initiate projects and campaigns via public meetings, publicity campaigns, promotional work and various communications strategies in order to raise awareness of waste issues, contamination and recycling initiatives, both to the customers, external groups, Members and team members
- h) Liaise with the contractor on issues of service delivery, contamination issues and various waste management objectives in order to ensure compliance and effective service delivery
- i) Via delegated authority initiate enforcement action by issuing statutory notices, cautions and in some cases, and, with legal advice, prosecutions

- j) To deal professionally with regard to issues relating to more serious complaints on service delivery and compliance with recycling and waste management issues, directly with the customer and contractor
- k) Work collaboratively with colleagues within the team and across other Council departments

#### **DUTIES AND RESPONSIBILITIES:**

- a) Works as part of a team in order to deliver the Councils objectives and the objectives and strategies within the Waste services
- b) Ensure that changes in legislation and policies are interpreted correctly and that the relevant information is relayed within the waste team and the wider audience in order to ensure compliance
- c) Contribute to the provision and monitoring and reporting on statistical information relating to areas of responsibility
- d) Ensure measures are in place, along with policies and strategies, to ensure that the Council is working towards a waste minimisation service along with increased recycling targets that will contribute towards the achievement of county-wide set targets on which the waste service is measured
- e) Assist and advise team members, customers, Members and groups on issues relating to waste management
- f) Educate, advise and inform internal and outside groups on issues relating to waste management
- g) Ensure that the 2 depots are compliant under the transfer station regulations for hazardous waste sites to ensure continuity of service provision
- h) Any other duties of a similar nature which may be required
- i) The post holder will work as part of a team and be prepared to advise and guide colleagues within the team on issues relating to waste minimisation and recycling initiatives.
- j) The post holder will develop an excellent working relationship with the contractor to ensure that the policies and strategies of the waste services are implemented correctly and that checks are made on a regular basis to ensure compliance
- k) The post holder will work closely with customers, outside organisations, groups, Members and other organisations, along with other departments and service areas in order to ensure that the waste policies are correctly understood and applied
- l) The post holder will be flexible and work with other departments within the Council and with Members in order to provide support and share knowledge
- m) The post holder will work with the Business Improvement Team, undertake performance monitoring, deal with complaints and Freedom of Information requests

## **Additional information**

- a) Does this job require a DBS check? No
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. No
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. No

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

## PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

<b>REQUIREMENTS</b> The postholder must be able to demonstrate:	<b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation
<b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i>	
a) NVQ Level 4/degree level or equivalent knowledge gained through experience	A/I
b) A relevant qualification in waste management i.e. Certificate of Technical Competence (degree level) in order to be able to manage a hazardous waste site – this is a statutory requirement	A/I
c) Ability to use a keyboard in a variety of systems in order to enter data and record information	A/I
<b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i>	
a) Experience required of working in an office environment	A/I
b) Experience of working within a team structure	A/I
c) Experience of working on an individual basis in order to be able to deliver projects and reports within required deadlines.	A/I
d) Experience of providing a first-class service to customers both internally and externally	A/I
e) Experience of working with differing audiences who will require different levels of negotiating and listening skills	A/I
f) Ability to demonstrate a sound knowledge of the waste industry, including waste enforcement issues, and health & safety regulations	A/I
g) To continually update professional knowledge of the waste industry in line with a personal development programme	A/I
h) Ability to analyse and interpret varied situations and problems and provide workable solutions in line with regulations and policies	A/I
d) Ability to ask questions, seek clarification and provide advice with a variety of audiences whilst maintaining professionalism and diplomacy at all times	A/I
i) Ability to negotiate with developers on issues of waste management and the provision of waste services	A/I
j) Ability to assist with the production of waste policies and with the implementation of those policies once approved	A/I

<b>SKILLS/ATTRIBUTES</b>	
<i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
a) Ability to work within a team environment and with colleagues in other disciplines and service areas	A/I
b) The ability to be flexible with regard to workload and take on other work as the service demands or with colleagues in other service areas	A/I
c) The ability to adapt to change and to embrace cross-service working in order to meet team or Council objectives	A/I
d) Good organisational skills and time management, and the ability to prioritise own workload and meet the required deadlines	A/I
e) The ability to remain calm and professional at all times when dealing with customers, who may have difficulty and on-going issues that appear to be easy to resolve, but are more complicated and not easy to be understand	A/I
<b>BEHAVIOURS</b>	
Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
<b>EQUALITY AND DIVERSITY</b>	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



# Our Values

...we believe in



**OUR PEOPLE**



**OUR CUSTOMERS**



**BEING OPEN and HONEST**



**TAKING OWNERSHIP**



**BEING AMBITIOUS**

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

