

JOB DESCRIPTION

Post Title: Senior Waste Management Officer		Director/Service/Sector: Local Services, Waste Management		Office Use	
Grade: 7		Workplace : Contracts & Commercial Team			JE ref: 3652
Responsible to: Contracts & Commercial Manager		Date: 21st May 2019		Manager Level: Middle	
Job Purpose: To co-ordinate the efforts of area based technical and front-line staff to effectively develop and implement Countywide waste minimisation, education and awareness raising programmes to assist with the delivery of the Council's Waste Strategy.					
Resources		Staff			
Financial		To co-ordinate the delivery of waste minimisation, education and awareness raising activities across the County.			
Physical		Responsible for allocated service budgets, monitoring spend and income, authorising expenditure in a particular area of work.			
Physical		Develop and maintain systems and processes to capture and collate performance management information for the waste minimisation, awareness raising and education elements of the waste service. Ensure that corporate information systems are maintained; including updating the waste service web pages and that accurate management information is available to plan and forecast the effective delivery of services. Shared responsibility for the physical resources, including buildings, tools and equipment used by the Contracts & Commercial Team.			
Clients		Shared responsibility for the general wellbeing and safety of those who use the service and the general public. Develop effective policies, procedures and services.			
Duties and key result areas:					
<ol style="list-style-type: none"> 1. Develop and implement Countywide waste minimisation, education and awareness raising programmes and to the agreed corporate and service standard. 2. Set and agree objectives and performance standards to achieve the targets allocated to the waste service, taking appropriate action to resolve performance issues as necessary. 3. Ensure that customer requirements and expectations are exceeded within the context of the agreed service standards. 4. 5. Ensure that risk assessments are conducted and that safe and healthy working practices are employed throughout the services managed. 6. Forecast, plan and programme service delivery taking responsibility for allocated customer groups, activities or transactions as assigned by senior staff. 7. Develop policy, procedures, deliver strategies, promotion and funding initiatives to bring the service's business plans and objectives into effect, including taking lead responsibility for the day to day management and delivery of the Household Waste Recovery Centre permit scheme and kerbside garden waste collection service. 8. Contribute to the maintenance of effective management and communication systems within the service in conjunction with senior colleagues, and take a lead responsibility within the service for the development and implementation of communications activities and production of communication materials. 9. Ensure appropriate work records are maintained to the required legal and service standards, observing data protection, privacy and confidentiality rules and procedures. 10. Produce management reports and information based upon operational or research data to inform and assist the business planning process. 11. Process payments, handle cash, order goods and services, receive goods and process invoices for payment in accordance with financial procedures and regulations. 12. Monitor relevant budget headings to ensure effective spend against established targets and compliance with financial regulations. 13. Work collaboratively with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services. 14. 15. To act in any role allocated in the County Council Emergency and Business Continuity Plan when required. 16. Represent the Council at a local, regional and national level on waste communications activities. 17. Any other reasonable duties, which may be required by the Contracts & Commercial Manager. 					
The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.					
Work Arrangements					
Transport requirements:		Travel to work sites, area offices or training venues throughout the County on a routine basis and further a field on occasion.			
Working patterns:		Normal office hours but flexi-hours may apply if staff provide cover. Some early morning, evening, weekend and Bank Holiday working may apply.			

Working conditions:

Mainly office based but with some exposure to working outdoors and in all weathers, including unpleasant and hazardous conditions such as at waste facilities. Potential significant exposure to difficult situations involving customer complaints and disputes.

PERSON SPECIFICATION

Post Title: Senior Waste Management Officer	Director/Service/Sector: Local Services, Waste Management	Ref:3652
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>Degree in a relevant subject Theoretical, practical and procedural knowledge relating to the service. Advanced knowledge of waste minimisation, education and awareness raising leading to behavioural change. An understanding of the key health and safety issues relating to the service. A detailed knowledge of current inter/national laws, regulations, policies, procedures, and developments. Demonstrates an awareness and commitment to proactive customer care and services. Evidence of ongoing personal development.</p>	<p>A relevant management qualification or post-graduate diploma e.g. MBA, DMS. A relevant professional qualification Understanding of client/contractor relationships Customer Service Standards</p>	<p>(a), (i) , (p) & (r)</p>
Experience		
<p>Significant recent and relevant project management experience. Significant experience of developing and implementing effective multi-media communications activities relating to the service.</p> <p>Experience in achieving successful service outcomes through working in partnership and monitoring the performance of others. Experience of managing complex waste related projects to successful completion. Experience in working collaboratively with service users. Experience in engaging effectively with others and building productive partnerships. Experience in developing, implementing and managing effective waste minimisation, education and awareness raising programmes and services. Experience of working with Members and communicating complex issues in a clear concise manner.</p>	<p>Experience in a broad range of waste services. Experience in using Microsoft Office and Oracle applications.</p> <p>Experience of inputting and updating information on web pages.</p>	<p>(a), (i) , (p) & (r)</p>
Skills and competencies		
<p>Effective IT skills and able to use ITC to achieve work objectives. Skilled at motivating teams and individuals. Ability to prepare concise and accurate risk assessments. Able to apply own initiative to overcome day-to-day operational problems. Prepares written, verbal and other media that are rational, convincing and coherent. Effectively expresses own views using appropriate means depending upon the audience. Numerate and able to understand and reason with complex business related statistics. Applies a methodical approach to problem solving. Able to challenge existing practices, identify new and improved ways of working to deliver improvements in performance and customer satisfaction. Negotiation skills and able to persuade others to an alternative point of view. Remains calm and logical in stressful and difficult situations. A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated.</p>	<p>Skilled in the use of Microsoft Office. Competent in project management. Innovative and creative thinker. Skilled in the drafting of communications materials.</p>	<p>(a), (i) , (p) & (r)</p>

Physical, mental and emotional demands		
Normally works from a seated position. May need to negotiate difficult terrain when visiting waste facilities. Need to maintain general awareness and deal with frequent interruptions, as well as having long periods of enhanced concentration. Extensive contact with public/clients in dispute with the County Council.	Ability to manage conflicting demands and meet demanding deadlines.	(a), (i) , (p) & (r)
Other		
Ability to meet the transport requirements of the post.	Strong desire to provide excellent customer service & seek continuous improvement.	(a), (i) , (p) & (r)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits