

**JOB DESCRIPTION**

**Job Title: Environmental Services Officer**

**Grade: Grade 8**

**Directorate: Neighbourhoods**

**Responsible to: Environmental Services Manager**

**1. Primary Purpose:**

1.1 To support in the management and development of frontline resource and service delivery in Environmental Services operating across all areas of the City.

**2. Principal Responsibilities:**

2.1 The monitoring and management of the use of resources ensuring services are delivered in an effective and efficient manner and to identify standards and in line with Council, legislative and environmental requirements.

2.2 To implement new systems and processes designed to improve customer service and efficiency in all aspects of the service.

2.3 To participate in a duty rota system involving attendance at emergencies and to meet other exigencies of the service.

**3. Key Accountabilities.**

3.1 Controlling, co-ordinating and monitoring quality of work to be carried out in accordance with identified requirements and which are within financial targets.

3.2 Secure good employee relations throughout the service and within his/her section by consultation and liaison with colleagues employees and their representatives.

3.3 Ensure that safe working methods are used at all times and premises, vehicle, workplace, PPE and equipment inspections are regularly carried out and inspection/monitoring documents are completed, reviewed and appropriate interventions taken.

3.4 Ensure all accidents are reported, investigated and recorded in line with the Corporate and Directorate health and safety policy. Monitor such performance and provide routine and timely performance reports.

3.5 Ensure and report to the Environmental Services Manager and any appropriate forums in the Environmental Services area on the supervision and completion of works programmes to desired standards and performance levels.

3.6 Responsible for monitoring and review of selection and use of tools, materials and equipment required to facilitate the effective delivery of the service.

3.7 To attend meetings, consult and work with partners, such as, Customer Service Network (CSN) User Groups, Community Forums, Friends Groups and Volunteers to improve service delivery.

3.8 Responsible for attendance management of human resources under their direction in accordance with agreed policies and procedures. Monitor performance and compliance of staff levels, sickness, holiday and absenteeism levels, supporting managers and HR advisors to ensure maximum utilisation of resources.

3.9 Undertake regular assessment of individuals’ level of performance and identify future development needs and instigate and or undertake delivery of training as appropriate.

3.10 To contribute to the production and periodic revision of Service Plans, and the delivery of quality services to achieve targets contained therein.

3.11 Attend where necessary and support the work of the South of Tyne and Wear Waste management Partnership, ensuring there is cooperation and liaison between the City Council and those responsible for the delivery of the waste disposal arrangements.

3.12 Liaise and work with all Council Officers, staff and partners to ensure customer focused service delivery. Develop and report periodically on key service delivery performance indicators for the respective area teams.

3.13 Attend meetings and deputise for the Environmental Services Manager.

3.14 Assist in the development, implementation and maintenance of Management and Information Technology systems relating to the operation of the service. Ensure route and collection round data is maintained securely and updated where necessary, implementing appropriate quality control procedures when dealing with information provided to the CSN, Corporate Communications Team, colleagues, Management Team and ward councillors.

3.15 Undertakes inspection and review over a range of Environmental Services to ensure required standards are achieved and maintained. Action and respond to customer requests and complaints in accordance with procedures. Analyse findings and identify any issues/potential opportunities to develop service delivery and report these to Senior Management Team.

3.16 Co-ordinates and monitor the operation and performance of the trade waste service, liaising with colleagues to ensure income opportunities are maximised.

3.17 Carry out all your duties will full regard to the Council’s Equal Opportunities Policy, Health and Safety Policy, Code of Conduct and all other Council policies. As a manager you are also responsible for implementing the above policies within your team.

3.17 Act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

3.18 Act in compliance with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information, including information held in electronic systems.

3.19 Any other duties commensurate to the grading of the post.

3.20 To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the