

Job Description

Commercial Waste Officer

Main purpose of the role

Role Structure	Role Details
Directorate:	Economy & Environment
Grade:	HC 7
Location:	Plough Lane
Responsible to:	Principal Commercial Waste Officer

The Waste and Recycling Officer is an essential role to ensure that waste services are provided by our contractors in accordance with contractual requirements through performance management and dispute resolution to deliver excellent services. The role is responsible for encouraging behaviour change of residents & businesses across the county, engaging with service users and enforcing waste legislation to reduce the amount of waste created, reuse and recycle more and increase the use of our waste services which all contribute towards reaching our Waste Strategy targets.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Develop and co-ordinate contract monitoring activities to ensure that quality standards, legal and contractual requirements are met in full and performance failures are identified, accurately documented and reported. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To work with the contractors to implement agreed service improvements /action plans to continually improve services 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Using specialist knowledge and skills, resolve complaints and answer enquiries from service users, contractors, service managers and elected members by problem solving, negotiating, supplying technical advice and by applying relevant legislation 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Identify best practice and better ways of doing things in order to develop recommendations for wider improvements to policies, systems, practices and procedures and draft, review and update policies and procedures accordingly, updating the website to accurately reflect any changes. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Using specialist knowledge and skills, lead on planning applications allocated to the waste service, working with architects/developers to ensure legislative guidance is adhered to and be accountable for requesting, allocating and documenting spend of s.106 income in all new developments where legislation allows this funding to be recovered. 	<ul style="list-style-type: none"> Monthly



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Lead on identification of solutions and the resolution of problems, working with multiple stakeholders. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> Support the culture of continuous improvement and be responsible for identifying opportunities focusing on the design and the delivery of services with due regard to efficiency and effectiveness 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Effectively deal with difficult, challenging and aggressive behavior which could place an emotional demand on the post holder through face to face, telephone, email and written contact with the public, businesses, landlords, council departments and other service users 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Work independently to identify and investigate incidents of illegal waste disposal, coordinating with council enforcement staff to obtain evidence for use in enforcement action. Aid in preparation for prosecution of the perpetrators. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Issue fixed penalty notices in accordance with agreed enforcement policy for unlawful waste deposits 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Carrying out inspections on foot, outdoors and in any weather conditions. This could involve manually sorting through waste sacks and bins, possibly containing hazardous and offensive material. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To provide fast and accurate specialist technical responses within the Environment and Waste Services Team, meeting strict internal/external deadlines, checking electronic and hardcopy documentation. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To maintain and accurately update records and data in compliance with relevant GDPR legislation 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Follow procedures to accurately collect and record data using bespoke electronic systems, reviewing and updating these as necessary to ensure continuous improvement in efficiency. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Lead in auditing the procurement and stock control processes of contractors to ensure these are in accordance with procurement guidance, legislation, contractual obligations and best value 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> To work with colleagues and procurement staff in support of exercises to secure services and equipment in accordance with procurement guidance, legislation and best value 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To have and maintain a good knowledge of legislation, technical developments and best practice in waste management. To include, in particular, The Environmental Protection Act 1990, Controlled Waste Regulations and Environment Act 2021 	<ul style="list-style-type: none"> As required



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To provide guidance on changes in legislation, and best practice, using initiative and knowledge 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To interpret legislation and contract requirements and negotiate a favourable outcome for the Council with contractors, suppliers and partners 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Manage the waste promotions budget in order to develop new waste minimisation campaigns and initiatives to help reduce residual waste, reduce contamination and improve recycling rates. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Lead the development, organisation and implementation of campaigns, carry out events, visits, presentations, meetings and displays to change service user behavior in order to meet council objectives and budgets 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To monitor and report on campaign outcomes to demonstrate success against objectives and allocated budget. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Lead the development and delivery of waste services from other council departments, co-ordinating improvements and be responsible for auditing income against services sold through other departments. 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> To undertake risk assessments and inspections of service users and contractors operations and facilities when appropriate and ensure a good standard of Health and Safety is maintained by clients and contractors 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To deputize in the absence of the Waste Team Leader or Principle Officers 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Design, plan and undertake any projects delegated by Team Leader, Principal Officers, Waste Services Manager or Head of Environment and Waste Services 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To assist with the development and implementation of the annual Waste Management Service Plan 	<ul style="list-style-type: none"> Annually
<ul style="list-style-type: none"> To produce regular performance monitoring reports and present findings at Team and Contractors meetings 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Working outside of normal working hours as requested to carry out inspections, monitoring and attend presentations or events 	<ul style="list-style-type: none"> As required



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> GCSE's in related subjects including Math's and English, supported by training on computerised data systems 	Essential	A
<ul style="list-style-type: none"> Good standard of education to A level/ NVQ level 3 or equivalent experience 	Desirable	A
<ul style="list-style-type: none"> Continuing professional development. 	Essential	A
<ul style="list-style-type: none"> Purchasing, contracting or other relevant qualification/knowledge 	Desirable	A
Experience & Knowledge		
<ul style="list-style-type: none"> Experience of working within a customer service environment 	Essential	A, I
<ul style="list-style-type: none"> Experience in management of service contracts through monitoring performance, quality and cost and resolving poor performance and service problems. 	Essential	A, I
<ul style="list-style-type: none"> Experience of accurately following formal procedures both within and external to the office working environment. 	Essential	A, I
<ul style="list-style-type: none"> Experience of dealing with difficult and challenging behaviour. 	Essential	A, I
<ul style="list-style-type: none"> Experience of development and implementation of behavioural change campaigns 	Essential	A, I
<ul style="list-style-type: none"> Experience of preparing and delivering talks and presentations on complex and technical subjects in a way that is understandable to the general public. 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Understanding of budget and performance monitoring and forecasting 	Essential	A, I
<ul style="list-style-type: none"> Understanding of value for money/best value principles 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Excellent communication and customer service skills covering telephone, emails, letter writing and giving presentations for different audiences 	Essential	A, I
<ul style="list-style-type: none"> Attention to detail and accuracy with data processing, input and analysis. 	Essential	A, I
<ul style="list-style-type: none"> Ability to develop creative ideas and solutions to problems 	Essential	A, I
<ul style="list-style-type: none"> Ability to resolve disputes between two or more parties to ensure an efficient and effective service delivery within specified time constraints 	Essential	A, I
<ul style="list-style-type: none"> Ability to take evidence and serve legal notices in accordance with statutory guidance and legislation 	Desirable	A, I
<ul style="list-style-type: none"> Good understanding of Risk Assessment principles and ability to apply them to Waste collection processes 	Desirable	A, I
<ul style="list-style-type: none"> Confidence and ability to deal effectively and safely with potentially aggressive members of the public and complainants 	Essential	A, I
<ul style="list-style-type: none"> Ability to scrutinize process and procedure and suggest improvements 	Desirable	A, I
<ul style="list-style-type: none"> Ability to use, interpret and present results from relevant complex technical equipment and data. 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to plan, prioritise and organise service operations and to work under pressure within timescales and with a minimum of supervision 	Essential	A, I
<ul style="list-style-type: none"> Knowledge of Waste Management and Environmental legislation, European and national policies and industry working practice 	Desirable	A, I
<ul style="list-style-type: none"> Confidence and ability to work under own initiative. 	Essential	A, I
<ul style="list-style-type: none"> Confidence and ability to deal with sensitive and emotive issues. 	Essential	A, I
<ul style="list-style-type: none"> Competent in the use of e-mail, word-processed documents, spread sheets and bespoke software systems. 	Essential	A, I
<ul style="list-style-type: none"> Excellent analytical and problem solving skills, including the ability to assess statistical, financial and qualitative information 	Essential	A, I
<ul style="list-style-type: none"> Ability to negotiate with key agencies and stakeholders 	Essential	A, I
<ul style="list-style-type: none"> Ability to develop and promote positive relationships with staff at all levels in provider and partner organisations in the statutory, voluntary and private sectors. 	Essential	A, I
<ul style="list-style-type: none"> Ability to organise work effectively and efficiently, prioritising and delivering to meet agreed deadlines 	Essential	A, I
<ul style="list-style-type: none"> An understanding of one or more of the following: <ul style="list-style-type: none"> Programme management Contract management Compliance/quality/risk Benchmarking Change management Procurement 	Desirable	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Other Factors		
<ul style="list-style-type: none"> Ability to travel within and outside of the County 	Essential	A, I
<ul style="list-style-type: none"> Willingness to work outside office hours when required 	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.





Our Values and Behaviours



The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

