| Role Structure | Role Details |
| --- | --- |
| Directorate: | Economy & Environment |
| Grade: | HC 9 |
| Location: | Plough Lane |
| Responsible to: | Waste Services Manager |

# Job Description

# Principal Waste Contract

# Officer

## Main purpose of the role

The Principal Waste Contract Officer is an essential role with responsibility for ensuring that the waste collection and waste disposal contracts are managed effectively on behalf of our residents.

The role is responsible for analysing performance, supporting the development of targets and objectives to demonstrate how the services are achieving contractual outcomes and contributing to the councils objectives, executing value assessments to support continuous improvement, drive efficiencies, demonstrate value for money and contribute to the continued development of effective partnerships through productive client/commissioner and provider relationships.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * To represent the waste management team at meetings with providers and service users to develop service provision or support the resolution of issues. | * Weekly |
| * Support the overall contract management through close partnership working responding to requests regarding contract obligation and revisions. | * Daily |
| * Monitor and manage contracts and commissioning arrangements, liaising with providers to meet targets and enhance services. | * Weekly |
| * Contribute to the achievement of the wider aims of the council and its partners and to deputise for the Waste Services Manager in respect of area of responsibility. | * Weekly |
| * Monitor performance outcomes and ensure they are: consistent with and responsive to research and the diverse needs of specific council policies; and they comply with the waste management strategy. | * Weekly |
| * Contribute to sustaining the delivery of quality services, meeting both customer and corporate expectations and performance targets. | * Weekly |
| * Develop a culture of continuous improvement that is focused on delivery for the council and its customers and be responsible for identifying improvement opportunities. This by focusing on the design and the delivery of services with due regard to efficiency and effectiveness. | * Weekly |
| * To contribute to and review improvement proposals, undertake costs analysis to demonstrate value for money. | * Monthly |
| * Contribute to the reviewing, and monitoring of performance, with the aim of ensuring that providers achieve the desired outcomes in each delivery area. |  |
| * Undertake value assessments, provide reports on the quality of service of providers’ activities and to ensure confidence and value for money is being achieved. |  |
| * Undertake benchmarking and research to seek excellence through continuous improvement and to prove value for money. |  |
| * Responsible for formulation, implementation and ongoing review of information and quality systems with the timely communication of accurate management information to all key stakeholders. |  |
| * Participate in monthly operational board meetings to review and discuss contract performance, escalated risk and aims and objects to meet wider outcomes. |  |
| * Identify better ways of doing things and make recommendations for wider improvements to policies, systems, practices and procedures. |  |
| * Understand and meet all required legislation and governance to deliver the required standards. |  |
| * To analyse, interpret and report factual data and information within the context of the job role. |  |
| * To follow the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports. |  |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application**  **I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * Degree or equivalent experience in related subject | Essential | A |
| * Purchasing, commissioning, project management or other relevant qualifications/knowledge | Essential | A |
| * Additional training in waste management | Desirable | A |
| **Experience & Knowledge** | | |
| * Successful partnering arrangements within a range of organisations and providers at different levels | Essential | A, I |
| * Contract Management, commercial delivery and compliance evaluation | Essential | A, I |
| * Understand budget and performance monitoring and forecasting | Essential | A, I |
| * Development of performance standards and service specifications | Essential | A, I |
| * Understanding and assessing value for money, | Essential | A, I |
| * Understand process mapping and life cycles | Desirable | A, I |
| * Ability to negotiate and review contract documentation | Essential | A, I |
| * Deliver Projects within time/performance/cost envelope | Desirable | A, I |
| * Demonstrate ability to work in a team environment and support development of self and others | Essential | A, I |
| * Management of business issues and risk | Desirable | A, I |
| **Skills and Abilities** | | |
| * Establish and maintain excellent working relationships with staff, colleagues and represent the Council when dealing with Service Providers | Essential | A, I |
| * Excellent analysis skills with ability to assess Statistical, financial and qualative information. | Essential | A, I |
| * Ability to deliver options proposals, business cases and reports including data analysis specific to services | Essential | A, I |
| * Excellent verbal and written communication skills. | Essential | A, I |
| * Ability to challenge team members and other professionals | Essential | A, I |
| * Understanding of legislation relating to service area | Desirable | A, I |
| * Excellent attention to detail | Essential | A, I |
| * Successfully manage a range of projects and deliver within timescales | Essential | A, I |
| * Ability to organise own work load effectively | Essential | A, I |
| * Ability to use appropriate ICT packages | Essential | A, I |
| **Other Factors** |  |  |
| * Ability to travel within and outside of the County | Essential | A, I |
| * 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.

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## 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.

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