

Northumberland County Council
JOB DESCRIPTION

Post Title:	Waste Management Officer	Director/Service/Sector: Local Services, Waste Management		Office Use
Band:	5	Workplace: Waste Management		JE ref: 1230
Responsible to: Area Waste Manager		Date: 21 June 2010	Manager Level	HRMS ref:
Job Purpose: Provide support for senior professional and managerial staff in the provision of waste services, by providing technical expertise, in particular the day to day management of commercial waste collection services, performance management and monitoring of refuse collection and recycling services, investigation of complaints and assisting in the development and implementation of service improvements and other projects.				
Resources	Staff	None		
	Finance	Responsibility for generating quotes for service provision, handling payments, raising orders and processing invoices in respect of contracted waste services, in particular the validation and processing of contractual payments for commercial waste collection services.		
	Physical	Maintain and operate key corporate information systems and be the lead for the Area in the collation of statutory waste returns for submission into the Waste Data Flow system.		
	Clients	Act as principal point of contact for wide range of businesses and organisations using commercial waste services. Regular contact with members of the public & external waste service providers in conjunction with more senior professionals and managers.		
Duties and key result areas:				
<div>1. Oversee the effective management and delivery of commercial waste collection services provided by the Council and/or external contractors working on behalf of the Council.</div> <div>2. Maintain the clinical waste collection service, visit new users of the service to provide advice to them and make the necessary collection arrangements.</div> <div>3. Ensure the Council's and customer's obligations are met under the Duty of Care Regulations by issuing Duty of Care transfer notes and monitoring compliance.</div> <div>4. Deal with technical service problems and enquiries or, where appropriate, undertake remedial action that satisfies the client's needs and safeguard their interests in accordance with the service's established procedures and quality standards.</div> <div>5. Actively assists senior professionals and managers to deliver specific services, by conscientiously undertaking a range of functions, or remedial action, actively assisting with projects and interrogating corporate information systems or drawings.</div> <div>6. Actively participate in the development of policies and procedures, delivery of strategies, promotion and funding initiatives. All to bring the service's business plans and objectives into effect.</div> <div>7. Active involvement with and, in accordance with service standards, undertaking research, investigations, assignments and site assessments.</div> <div>8. Capture, record and manipulate service and client data, using ICT systems, in accordance with service procedures. Actively participate in the production of timely and accurate management information.</div> <div>9. Co-ordinate the collection and validation of key waste performance data and ensure the timely submission of statutory returns for entry to the national Waste Data Flow database system.</div> <div>10. Contribute to the maintenance of effective communication systems, within the service.</div> <div>11. Maintain appropriate work records, to the required service standards, observing data protection, privacy and confidentiality rules and procedures.</div> <div>12. Assist to monitor relevant budget headings to ensure effective spend/generation of income against established targets and compliance with financial regulations and bring anomalies to the attention of senior management.</div> <div>13. Actively adopt effective and constructive relationships with colleagues and external contacts, in order to promote effective partnership arrangements, for the delivery of high quality services.</div> <div>14. Liaise with statutory bodies, outside agencies, organisations and contractors in respect of the Council's waste management services and functions.</div> <div>15. To deputise for the Senior Refuse Team Leader and Recycling Officer if required to do so in order to provide cover for sickness, holidays or training.</div> <div>16. Other duties appropriate to the nature, level and grade of the post.</div>				
Work Arrangements				
Physical requirements:		Predominantly sitting with regular need to walk and bend, including over rough terrain and occasional requirement to lift moderate weights. Extensive travel to other work sites, area offices or training venues throughout the County and occasionally further afield.		

Transport requirements:	Normal office hours but flexi-hours may apply, if colleagues provide cover. Some standby or call out arrangements may apply.
Working patterns:	Extensive exposure to working outdoors in all types of weather & including unpleasant and hazardous conditions such as at waste facilities.
Working conditions:	Significant exposure to difficult situations involving customer complaints and disputes. Occasional contact with unpleasant and potentially hazardous waste materials.

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PERSON SPECIFICATION

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Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>A good standard of general education demonstrating numeracy and literacy.</p> <p>A vocational qualification to NVQ level 3.</p> <p>Understands the diverse functions of a large complex public organisation.</p> <p>An active appreciation of the procedural and practical issues relating to the service.</p> <p>An active awareness of and interest in the current issues facing the service.</p> <p>A detailed understanding of the legislative framework in which the waste service operates.</p> <p>Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the service.</p> <p>Actively undertaking ongoing continuous personal development.</p>	<p>Degree in a relevant subject</p> <p>A general management qualification e.g. DMS or NVQ 4 in Management.</p>	
Experience		
<p>Highly competent in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems.</p> <p>Thorough knowledge and experience of contract management in the context of waste management services.</p> <p>Experience of managing commercial waste collection services.</p> <p>An active desire to provide effective customer centred services.</p>	<p>Experience in project management.</p>	
Skills and competencies		
<p>Effective ICT skills and ability to understand and develop the use of ICT to achieve work objectives.</p> <p>Confident and competent in expressing own views and an active participant in internal and external meetings.</p> <p>Numerate and able to analyse complex business related statistics.</p> <p>Ability to work methodically and systematically & pay close attention to detail.</p> <p>Adopts a collaborative approach to work.</p> <p>Remains calm and logical in stressful and difficult situations.</p> <p>Able to negotiate with clients and operate with commercial acumen.</p>	<p>Able to effectively manage conflicting work demands and meet deadlines.</p>	
Physical, mental and emotional demands		
<p>Generally works from a seated or standing position with regular need to walk, bend or carry items including over rough terrain and in sometimes unpleasant & hazardous conditions.</p> <p>Need to maintain general awareness, with lengthy periods of enhanced concentration.</p> <p>Regular contact with public/clients in dispute/negotiation with the County Council.</p> <p>Willingness to challenge poor performance and non-compliance with service standards by Council staff and external contactors in a positive and constructive manner.</p>	<p>Able to effectively manage stress.</p>	
Motivation		
<p>Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff.</p>	<p>Committed to continuous service improvement and high standards of customer care.</p>	

Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Able to work with minimum supervision.		
Other		
A full driving licence - Category B. Ability to meet the transport requirements of the post. Able to meet CRB requirements.		

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