

Northumberland County Council

JOB DESCRIPTION

Post Title: Waste Systems Administrator	Director/Service/Sector: Neighbourhood Services		Office Use JE ref: 4477
Band: 5	Workplace: County Hall, Morpeth		
Responsible to: Waste Services Technical Manager	Date: July 2024	Job Family:	

Job Purpose: Provision of technical support services to support the development and implementation of service improvements and other projects linked to the Council's Waste Strategy. Ensuring that data is captured, prepared for analysis and shared with colleagues in a timely manner to ensure that collection routes, schedules and other services are monitored and optimised.

Significantly contributes to the operational efficiency Neighbourhood Services with responsibilities for data collection, cleansing and analysis relating to grounds maintenance assets and other scheduling and performance tools. Provide support for senior professional and managerial staff in the provision of services by providing technical expertise, in particular data and performance management and monitoring of the effectiveness of refuse collection, recycling and other related services.

Resources	Staff	Some shared responsibility to provide sickness and holiday cover for other senior staff when required to do so, including deputising for other team members as appropriate.
	Finance	Assist in implementing cross departmental processes that contribute to major efficiencies.
	Physical	Maintain and operate key corporate information systems.
	Clients	Assist Waste Services Technical Manager in supporting senior managers and technical support staff across the entire waste service including external partners, elected members and residents.

Duties and key result areas:

1. Maintain and assist in the analysis of considerable volumes of data, exceeding one million bits.
2. Using various data systems to assist in developing and updating the medium to long term programmes for efficient and effective service delivery, to meet the policies and objectives of the waste service.
3. Assist with modelling of delivery models across Neighbourhood Services to support future service planning.
4. Maintain performance management system for the waste service and contribute to outcome reports for senior management.
5. Deputise for Waste Services Technical Manager and Route Scheduling Optimisation Officer when required.
6. Assist with technical service problems and enquiries and, where appropriate, undertake research into and analysis of any issues identified.
7. Actively assist senior professionals and managers to deliver specific waste services by conscientiously undertaking a range of functions, actively assisting with projects and interrogating corporate information systems.
8. Assist in the development and implementation of new in cab software system.
9. Active involvement with and undertaking research, investigations and assignments in accordance with service standards.
10. 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.
11. Maintain system to collect and validate key waste performance data and ensure the timely submission of reports to senior managers.
12. Contribute to the maintenance of effective communication systems within the service, with external partners and clients.
13. Deliver briefing sessions to senior management, technical and operational staff as required.
14. Produce technical reports that help inform strategic decisions on Operating Models and the efficient operational deployment of all waste and recycling collection resource (c£8.1m pa).
15. Maintain appropriate work records to the required service standard, observing data protection, privacy and confidentiality rules and procedures.
16. Actively adopt effective and constructive relationships with colleagues and external contacts in order to promote effective working arrangements for the delivery of high-quality services.
17. Liaise with statutory bodies, external agencies, organisations and contractors in respect of the Council's waste management services and functions.

18. Other appropriate duties to the nature, level and grade of the post.

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

Physical requirements:	Predominantly sitting with regular need to walk and bend, including over rough terrain, and occasional requirement to lift moderate weights.
Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
Working patterns:	Normal office hours but flexi-hours may apply.
Working conditions:	Mostly office-based or remote office-style working conditions. Some exposure to working outdoors in all types of weather & including unpleasant and hazardous conditions such as at waste facilities.

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PERSON SPECIFICATION

Post Title: Waste Systems Administrator	Director/Service/Sector: Neighbourhood Services	Ref: 4477
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>A high standard of general education demonstrating numeracy and literacy (minimum NVQ level 3 or A Levels).</p> <p>Understands the diverse functions of a large and complex public organisation. And the relevant professional issues.</p> <p>An active appreciation of the procedural and practical issues relating to the waste service.</p> <p>An active awareness of and interest in the current issues facing environmental services.</p> <p>An understanding of the legislative framework in which the waste service operates.</p> <p>Understanding 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>Knowledge of the technical, professional & legal issues which face the waste service function.</p>	<p>Working knowledge of route planning and optimisation software (e.g. RouteSmart) and/or GIS software.</p> <p>A related technical qualification.</p> <p>NVQ or equivalent in Waste/Environmental Management.</p> <p>Understanding of the National Curriculum and how this can link to waste and sustainability issues.</p>	<p>(a)</p> <p>(i)</p> <p>(r)</p>
Experience		
<p>Highly competent in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems.</p> <p>Experience of data gathering, cleansing and manipulation, combining information from a range of data sources to produce varied insights.</p> <p>Experience of data analysis, questioning data and highlighting patterns and anomalies in complicated datasets.</p> <p>Good knowledge and experience of council operated waste management services.</p> <p>Experience of identifying issues and developing solutions to improve working processes within a diverse technical team and across functional departments.</p> <p>An active desire to provide effective customer centres services.</p>	<p>Experience of working with elected members, senior officers and support staff in the public sector or related organisation.</p> <p>Experience in a particular relevant specialist area.</p> <p>Experience in using specialist route scheduling software and/or GIS software.</p> <p>Experience using data visualisation software (e.g. Power BI or similar).</p> <p>Experience in project management and/or project support.</p>	<p>(a)</p> <p>(i)</p> <p>(r)</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>Objective, rational and analytical approach to problem solving with ability to provide input to significant departmental transformation projects.</p> <p>Self-motivated, flexible, adaptable and resourceful.</p> <p>Exceptional data retrieval, analysis and presentation skills for both professional and non-professional audiences.</p> <p>Ability to work under pressure and recognise stress in oneself and others. Often having to manage competing demands from several external projects at a time.</p>	<p>Able to effectively manage conflicting work demands and meet deadlines.</p> <p>Skilled in the use of Microsoft Office.</p> <p>Knowledge of common query language(s) (e.g. SQL) and/or basic principles of query languages.</p> <p>Effectively expresses own views using appropriate means depending upon the audience.</p>	<p>(a)</p> <p>(i)</p> <p>(r)</p>

Effective planning and organisational skills with the ability to work unsupervised. Ability to work methodically and systematically and pay close attention to detail. Adopts a collaborative approach to work.		
Physical, mental, emotional and environmental demands		
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 and hazardous conditions. Need to maintain high levels of awareness while working on multiple complex projects simultaneously. Willingness to challenge poor performance and non-compliance with service standards by Council staff in a positive and constructive manner. Able to maintain a high level of concentration for long periods of time when analysing large, varied and complex datasets.	Able to effectively manage stress.	(a) (i) (r)
Motivation		
Dependable, reliable, a good timekeeper and effective guide/mentor to other staff. 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 minimal supervision.	Committed to continuous service improvement and high standards of customer care.	(a) (i) (r)
Other		
Ability to meet the transport requirements of the post.	A full driving licence (Category B) and own transport are advantageous, but not essential.	

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