

Job Description

Data and Insight Analyst

Reference: DDT117

Date: March 2026

Job Family: Digital, Data and Technology – Data and Insight
Level: 2
Band: 7
Career Track: Technical, Professional and Supervisory

Job Purpose

Support the Waste Contracts & Commercial Team in managing and reporting waste data, including Extended Producer Responsibility (EPR), Digital Waste Tracking (DWT), and Deposit Return Scheme (DRS) requirements. Ensure compliance of NCC commercial waste services with DWT regulations. Act as a waste contamination champion by monitoring the PFI Contract waste rejection and sampling process for recycling materials. Lead on handling Freedom of Information requests for the team and provide deputising support for other officers, including management, when required. Represent Northumberland County Council professionally, promoting continuous improvement and service excellence.

Duties and Responsibilities

Data, Reporting & Compliance

- **Collate, monitor and interpret waste data** for EPR, DRS, DWT and ETS; produce timely reports, dashboards and advice for colleagues and managers.
- **Ensure DWT compliance:** oversee organisational readiness, maintain processes for ongoing compliance and produce statutory/assurance reports.
- **Monitor recycling contamination:** analyse MRF sampling data, track contamination percentages by stream/round, and evidence performance for contractual compliance and cost efficiency.
- **Track calorific value (CV) of residual waste** sent for incineration; support strategies and operational adjustments to maintain contractual parameters.
- **Assess and report DRS impacts** on NCC operations (tonnages, revenues, collection rounds, bring-sites) to senior management.

Projects & Continuous Improvement

- **Lead contamination reduction projects:** design interventions, coordinate trials/pilots, measure outcomes and embed successful practice.
- **Support strategic development:** contribute evidence and options to strategies, policies and statutory plans for waste services; draft technical content as required.

- **Act as subject matter expert** on EPR and related waste data matters to the Waste Contracts & Commercial Team and other NCC officers.
- **Manage stakeholder relationships** (internal services, contractors, MRF/EfW operators and other partners) to enable effective delivery and continuous improvement.
- **Represent NCC at meetings and events** on behalf of the Assistant Contracts & Commercial Manager.

Service Delivery, Issues & Governance

- **Resolve technical issues and service enquiries**, taking remedial action in line with procedures, quality standards and customer care principles.
- **Support contractor performance management** through KPIs, contract data validation, variance analysis and performance reports.

Leadership & Deputising

- **Deputise for the Assistant Contracts & Commercial Manager** during absences, including coordinating priorities, supporting decision-making and providing updates to stakeholders.

Professional and Technical Requirements

Qualifications

- Degree (or equivalent experience) in relevant disciplines such as Environmental Science/Management, Waste & Resource Management, Data Analytics, or Engineering.
- Evidence of **continuous professional development** relevant to the role.
- **CIWM membership** (e.g., GradMCIWM/MCIWM) or a **WAMITAB** qualification relevant to municipal waste operations.
- **Project management** qualification (e.g., PRINCE2 Foundation/AgilePM) or equivalent experience.
- **Full UK driving licence**

Knowledge, Skills & Experience

- In-depth knowledge of **UK municipal waste systems**, including MRF operations, contamination control, EfW processes and CV management.
- Working knowledge of **EPR, DRS and Digital Waste Tracking** requirements and associated reporting.
- Strong **data analysis and visualisation** skills (advanced Excel incl. Power Query; experience with Power BI or similar), with rigorous data quality and audit trails.
- Proven experience producing **statutory/management reports** and presenting insights to non-technical audiences, including senior managers.

- Experience of **contractor performance monitoring** using KPIs and interpreting technical schedules/performance mechanisms.
- Demonstrable experience **designing and delivering projects**, evaluating benefits and embedding improvements.
- Excellent **communication, influencing and partnership** skills, with the ability to work across services and with external providers.
- Strong **problem-solving, planning and prioritisation** skills, managing multiple deadlines with attention to detail.

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

- **Precise:** You concentrate on detail and make sure everything is accurate and error free.
- **Analytical:** You seek and analyse information to inform your decisions, based on the best available evidence.
- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.
- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.
- **Learner:** You are inquisitive, seek out new information and look for new ways to develop yourself.

Desirable

- Qualification in IT.
- Experience of handling waste data.
- Experience of supervising staff.
- Previous experience of working in the public sector.

- Skilled in the use of Power BI.
- Ability to create dashboards and infographics.