

Northumberland County Council
JOB DESCRIPTION

Post Title: Recycling Officer	Director/Service/Sector: Local Services, Waste Management		Office Use
Band: 7	Workplace: Waste		JE ref: 1578 HRMS ref:
Responsible to: Area Waste Manager	Date: March 2011	Manager Level	
Job Purpose: Support senior professional and managerial staff in the provision of waste services by providing technical expertise, in particular the day to day delivery of waste services, in particular refuse collection, recycling and composting services, the provision of support and training to front line staff and advice to service users and the public on waste services in accordance with agreed service quality standards and procedures. To assist the council and partners in securing and sustaining the economic, social and environmental well being of the County through the provision of waste minimisation, awareness and environmental education programmes and initiatives to schools and the wider communities of Northumberland.			
Resources Staff	None – but some shared responsibility to provide sickness and holiday cover for other senior staff when required to do so.		
Finance	Some responsibility for allocated service budgets, monitoring significant expenditure/income, raising orders or processing invoices in respect of waste services and waste minimisation, awareness and educational initiatives.		
Physical	Maintain and operate key corporate information systems.		
Clients	Assist to create policy and enforce regulations that have a direct impact upon the health, safety or well being of the public or service users.		
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> 1. Provide support, guidance and training to front-line staff and advice to the public on recycling and composting services, to ensure that recycling and composting services are used to the maximum benefit of the public and service users whilst meeting stringent quality standards for recovered materials, where necessary taking appropriate enforcement action in accordance with Council policy and procedures. 2. Deliver specific waste recycling and composting services, including the development, implementation and monitoring of the performance of services at a local level and maintenance and servicing of containers/signage and other equipment, as assigned by senior staff from time to time. 3. Assist to develop sustainable waste policy, procedures, delivery strategies, promotion and funding initiatives to bring the service's business plans and objectives into effect. 4. Participate in marketing, research, investigations, assignments and site, client or case assessments under the direction of senior members of staff and in accordance with service standards. 5. Contribute to the maintenance of effective management and communication systems within the Waste service in conjunction with senior colleagues. 6. Maintain appropriate Waste service records to the required service standards, observing data protection, privacy and confidentiality rules and procedures. 7. Process payments, order goods and services, receive goods and process invoices for payment in accordance with financial procedures and regulations. 8. Provision of advice and guidance for users of the various waste services through personal contact, open day events, talks, displays at community events and work with schools and other community and voluntary groups. 9. Assist to monitor relevant budget headings to ensure effective spend against established targets and compliance with financial regulations. 10. Adopt effective and constructive relationships with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services with agencies such as Government Office for the North East, Environment Agency, Encams (Environmental campaigns) & Groundwork Northumberland. 11. To ensure that Waste services are carried out to a high standard and that quality and customer care are paramount. 12. Other duties appropriate to the nature, level and grade of the post. 			
Work Arrangements			
Transport requirements:	Large amount of travelling to work sites, visiting households, area offices or training venues throughout the County and on occasion further afield.		
Working patterns:	Normal office hours but flexi-hours may apply if staff provide cover. Some early morning, evening and weekend working may apply.		
Working conditions:	Some exposure to working outdoors. Significant exposure to difficult situations involving customer complaints and disputes.		

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PERSON SPECIFICATION

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Essential	Desirable	Assess by
Qualifications and Knowledge		
Degree level or equivalent standard of general education. Knowledge of the main theoretical, procedural and practical issues relating to the Waste service. An awareness of current inter/national laws, regulations, policies, procedures, and developments. Understands the relationship between costs, quality, customer care and performance. Evidence of professional study and/or personal development.	A related technical qualification. Relevant management qualification or post-graduate diploma. Understands the diverse functions of a large complex public sector organisation and the relevant professional issues. NVQ or equivalent in Waste/Environmental management. Understanding of the National Curriculum and how this can link to waste and sustainability issues.	(a), (i), (r) & (p)
Experience		
Recent experience in a relevant context and service. Experience in applying a range of relevant professional methods, tools and techniques. Experience in engaging effectively with others and building productive partnerships. Strong interpersonal skills with the ability to build excellent working relationships Understanding of client/contractor relationships.	Experience in a particular relevant specialist area. Experience in using Microsoft Office and Oracle applications. Experience in project management. Previous experience of handheld PDA equipment Experience of working with young people and teaching staff in the delivery of classroom activities and lessons.	(a), (i), (r) & (p)
Skills and competencies		
Effective ICT skills and able to use ICT to achieve Waste Service work objectives. Prepares written, verbal and other media that are rational, convincing and coherent. Numerate and skilled at analysing/reasoning with complex business related statistics. Applies a methodical approach to problem solving. Remains calm and logical in stressful and difficult situations. Proactive and achievement orientated.	Skilled in the use of Microsoft Office. Effectively expresses own views using appropriate means depending upon the audience. Negotiation skills and able to persuade others to an alternative point of view.	(a), (i), (r) & (p)
Physical, mental and emotional demands		
Normally works from a seated position with some need to walk, bend or carry items. Need to maintain general awareness with lengthy periods of enhanced concentration. Frequent contact with young people and occasional public speaking at events/school assemblies.		(a), (i), (r) & (p)
Motivation		
A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Works with little direct supervision. Fully committed to the delivery of excellent Customer Services		(a), (i), (r) & (p)
Other		
A full driving licence - Category B. Able to meet the transport requirements of the post. Able to work outside of normal office hours including some weekends, evenings and early mornings. Must satisfy CRB checks due to work with young people.		(a) & (i)

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