

Northumberland County Council
JOB DESCRIPTION

Post Title: Route Scheduling/Optimisation Officer	Director/Service/Sector: Local Services, Neighbourhood Services, Waste Management		Office Use
Band: 7	Workplace: Waste Management		JE ref: 4309 HRMS ref:
Responsible to: Waste Services Technical Manager	Date: March 2023	Manager Level	

Job Purpose: Provision of Technical Support Services to support the development and implementation of service improvements and other projects linked to the Councils Waste Strategy, ensuring that data is analysed and interpreted in a timely manner to ensure that routes, schedules and services are optimised to enable a highly efficient use of operational resources.

Significantly contributes to the operational efficiency of the Neighbourhood Services Division with specific responsibilities for waste system modelling tools and collection route planning and optimisation software, GIS layers relating to grounds maintenance assets and other scheduling and performance tools including Total Mobile and Alloy. 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	Responsible for management and support of an apprentice including work planning, delegation, training and development. Some shared responsibility to provide sickness and holiday cover for other senior staff when required to do so, including deputising for Waste Services Technical Manager.
	Finance	Assist in implementing cross departmental processes that contribute to major efficiencies. Key role in implementation and maintenance of service software technology systems relating to route optimisation, customer management etc ~ £300k capital budget and £110k revenue budget.
	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.

Duties and key result areas:

1. Maintain and assist in the analysis of considerable volumes of data, exceeding one million bits.
2. Using route optimisation software (e.g. RouteSmart) and other 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. Model and test alternative collection and delivery models across Neighbourhood Services to support future service planning.
4. Maintain performance management system for the waste service, and report on outcomes.
5. Deputise for Waste Services Technical Manager when required.
6. Line manage and support technical apprentice including work planning, delegation, training and development.
7. Assist with technical service problems and enquiries or, where appropriate, undertake remedial action to ensure maximum service efficiency is maintained.
8. Actively assists senior professionals and managers to deliver specific waste services, by conscientiously undertaking a range of functions, or remedial action, actively assisting with projects and interrogating corporate information systems.
9. Assist in development, implementation and management of new in cab software system.
10. Active involvement with and, in accordance with service standards, undertaking research, investigations and assignments.
11. Capture, record and manipulate service and client data, using ICT systems (including RouteSmart), in accordance with service procedures. Actively participate in the production of timely and accurate management information.
12. Maintain system to collect and validate key waste performance data and ensure the timely submission reports to senior managers.
13. Contribute to the maintenance of effective communication systems, within the service.
14. Deliver training and briefing sessions to senior management, technical and operational staff as required.
15. Produce Technical reports and management 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)

- 16. Maintain appropriate work records, to the required service standards, observing data protection, privacy and confidentiality rules and procedures.
- 17. 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.
- 18. Liaise with statutory bodies, outside agencies, organisations and contractors in respect of the Council's waste management services and functions.
- 19. Other duties appropriate to the nature, level and grade of the post.

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.

Northumberland County Council
PERSON SPECIFICATION

Post Title:	Director/Service/Sector:	Ref: 4309
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>A good standard of general education demonstrating numeracy and literacy. Extensive working knowledge of route planning and optimisation software (e.g. RouteSmart) Understands the diverse functions of a large complex public organisation. An active appreciation of the procedural and practical issues relating to the waste service. An active awareness of and interest in the current issues facing Environmental Services. A understanding of the legislative framework in which the waste service operates. Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the service. Actively undertaking ongoing continuous personal development.</p>	<p>A detailed working knowledge of the technical, professional & legal issues which face the Waste Service function 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.</p>	
Experience		
<p>Highly competent in using Route Optimisation Software, Microsoft Office, Oracle applications, word processing, spreadsheets and database systems. Experience of data management within the area of waste services with particular experience of route planning, monitoring and reporting. Good knowledge and experience of council operated waste management services. Experience of identifying issues and developing solutions to improve working processes within a diverse technical team and across functional departments. An active desire to provide effective customer centred services.</p>	<p>Experience of effective working with members, senior officers and support staff. Experience in a particular relevant specialist area. Experience in using Microsoft Office and Oracle applications. 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. Confident and competent in expressing own views and an active participant in internal and external meetings. Objective and rational approach to analytical problem solving in order to provide a major input to significant departmental transformational projects. Self motivated, flexible, adaptable and resourceful. Exceptional data retrieval, analysis and representation skills for both professional and non professional audiences. Ability to work under pressure and recognise stress in one self and others often having to manage competing demands from several external projects at a time. Effective planning and organisational skills with the ability to work unsupervised Ability to work methodically and systematically & pay close attention to detail. Adopts a collaborative approach to work.</p>	<p>Able to effectively manage conflicting work demands and meet deadlines. Skilled in the use of Microsoft Office. Effectively expresses own views using appropriate means depending upon the audience.</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. Need to maintain general awareness, with lengthy periods of enhanced concentration. Willingness to challenge poor performance and non-compliance with service standards by Council staff 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. 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.</p>	<p>Committed to continuous service improvement and high standards of customer care.</p>	
<p>Other</p>		
<p>A full driving licence - Category B. Ability to meet the transport requirements of the post.</p>		

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