

Job Description

Post Title:	Waste & Resources Officer	Grade:	8
Post No:			
Directorate:	Environment	Section:	Public Realm
Responsible to:	Waste, Recycling & Environmental Enforcement Manager	Responsible for:	Contracted services
Location:	Civic Centre and other locations as required.		

Overall Job Purpose:

To provide first line information, education and advice to the public, businesses, etc in respect of all waste management issues. Additionally should circumstance require, investigate and gather evidence for breaches of waste management legislation for enforcement action. To research and implement recycling and waste minimisation schemes.

Key Tasks & Responsibilities:

- To organise and manage own workload, time and performance effectively, ensuring appropriate level of service cover to meet service requirements.
- Deal with general queries and complaints from residents, businesses, collection crews, elected members and other officers as required.
- Deal with issues relating to the correct usage of Council waste management systems, including refuse and recycling from the initial complaint, investigation on site, talking to residents and crews, etc, identifying evidence, liaising with landlords and other interested parties, etc and issuing appropriate communications in line with current legislation.
- To undertake and document inspections and contract monitoring across all frontline services
- To lead on the procurement of ancillary services e.g, bulky waste, clinical waste
- To inspect the contents of refuse sacks / bins etc in order to identify businesses and domestic properties engaged in illegal dumping of waste or inappropriate usage of bins.
- Investigate breaches of waste management legislation as identified, to an evidential standard that would allow the issuing of fixed penalty notices, or submission of a file for prosecution.
- Carry out education work with residents, community groups, schools, religious institutions etc. This may be one to one sessions, presentations to groups and classes, conferences and other appropriate agencies.
- Collate data and produce performance reports to track performance and interrogate data to help improve services and customer actions.
- Lead on the Council waste communications, such as calendars, leaflets, and digital content

- Ensure that web content is accurate and up to date in relation to all waste management and street cleansing functions, and liaising with wider teams e.g communications when necessary
- Ensure that procedures and systems are in place and implemented for dealing with side waste, contaminated recycling bins, bins left on street and similar issues. This will include some on street monitoring.
- To lead or work on any new waste management project as directed by the Head of Service
- Deal with any issues relating to the use of waste management schemes within Council buildings.
- Provide support to other officers, particularly in relation to recycling queries, waste minimisation, events or waste issues.
- To maintain a full understanding of the key statutory drivers, national policy, regional policy, local policy, targets, and legislation that determines background and rationale for a sustainable waste collection and delivery strategy in the city.
- Continually monitor for possible sponsorship/grant sources in order to raise external funds for projects and assist with applications for funding.
- To provide cover for the Senior Officers and represent the council at various meetings which may include the Lancashire Waste Management Officer meetings and similar representative groups if required
- Provide support in the development of back office systems such as Collective, CAP, etc if required.
- To aid in the preparation of reports and attend meetings relating to the delivery and development of the service, if required
- Provide backup for the input of information on to WasteDataFlow and associated systems
- To assist in the development and expansion of the service and to generate additional income from other related activities.
- General office duties as required
- Attend training courses as directed.
- To undertake such other duties and responsibilities as required by the Head of Service which are appropriate to the status of the post in order to achieve flexibility of the work as a whole and to cover for holidays and sickness

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.

- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.

Special Conditions:

(e.g. week-end work, shift allowance, car/telephone allowance)

- Occasional weekend working to meet the needs of the service.
- The council operates a strict non-smoking policy.
- Full driving licence
- Will need own car (travelling expenses reimbursed at agreed rates)

This Job Description is current at the date shown below. In consultation with you it is liable to variation by management to reflect, or anticipate changes in, or to, the job.

Prepared by: Ruth Hunter
Post Holder Signature:

Date: March 2021
Date: