
Job Description and Person Specification

Job title:	Waste Officer
Directorate:	Place
Service:	Environment
Team:	Waste Management
Post number:	03853
Salary grade:	F
Work location:	Market Street, Newbury
Reports to:	Senior Waste Officer (Operations)
Supervises:	N/A

Job Purpose

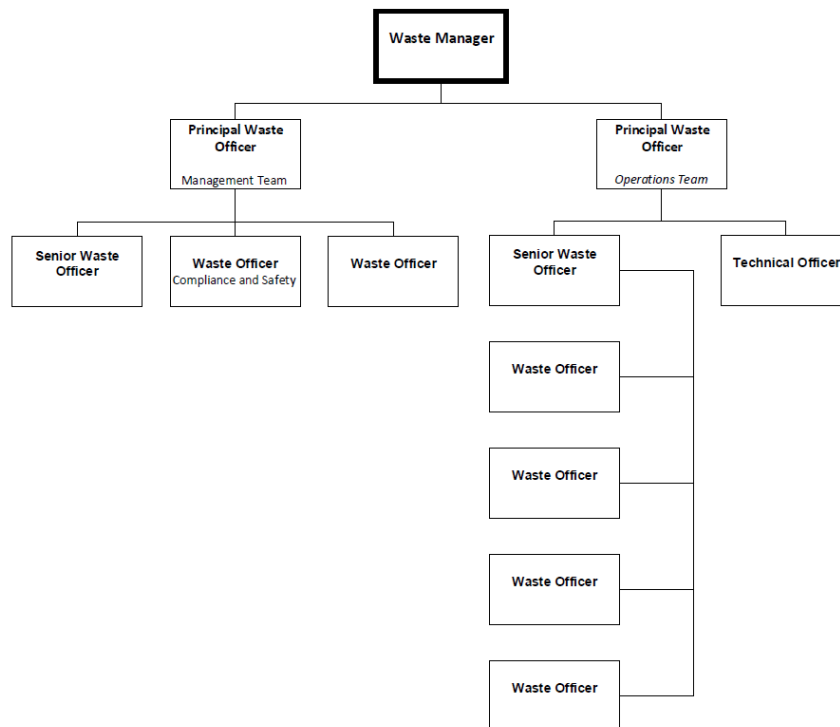
To assist in the day-to-day frontline management and monitoring of the waste contracts and associated waste services, predominantly (but not limited to) refuse and recycling collections, street cleansing and litter collection, the removal of abandoned vehicles and enforcement tasks for West Berkshire Council.

To be involved in waste minimisation and recycling initiatives, promoting awareness of environmental and waste management issues to the community.

To provide excellent waste management customer service.

To contribute to the sustainable management of the environment of West Berkshire.

Structure Chart



Main Duties and Responsibilities

- To be responsible for monitoring and resolving service issues (such as waste collection issues, littering etc.) within a designated area of West Berkshire.
- To effectively respond either verbally, or in writing, to waste service enquiries, requests for service and complaints, received from members of the public, councillors, internal departments and external agencies including utility companies, developers and local housing associations.
- To undertake regular monitoring inspections of the contractor's work in order to ensure it meets the agreed contract specifications and take action where required to ensure compliance with relevant legislation, Key Performance Indicators (KPIs) and codes of practice.
- To record timely and accurate records of completed site inspections as well as stakeholder query and complaint responses.
- To use relevant systems to prioritise and manage your own workload and responses, as well as for capturing data for Key Performance Indicator (KPI) and statutory reporting.
- To develop and maintain an effective working relationship with the contractor, internal departments and external agencies. Attend internal meetings and arrange meetings with external agencies to resolve any service issues.
- To promote the Council's strategic priorities of maximising waste avoidance, recycling and composting and reducing waste to landfill, by encouraging residents to develop good waste

Main Duties and Responsibilities

related behaviours and effectively use the waste services we provide.

- To be involved in waste minimisation and recycling initiatives, promoting awareness of environmental and waste management issues to the community.
- To contribute to the continuous improvement of the quality of waste services delivery.
- In line with current legislation, to undertake procedures to assist with waste enforcement, including on-site investigations, evidence gathering and potentially issuing fixed penalty notices and interviewing under caution.
- To be responsible for any fleet vehicles used, including the completion of basic vehicle checks, ensuring continued cleanliness and raising any maintenance requirements in a timely manner.
- To complete site visits, as required, to support relevant colleagues in determining waste requirements for planning applications and approval of service requests.
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

Assisting with monitoring the Integrated Waste Management Contract, ensuring that work is delivered to specification.

To document instances of contractor performance success or failure and to raise this with line manager or relevant colleagues.

To provide a responsive and helpful service to customers, colleagues and external agencies enquiring or complaining about services and to resolve issues. Once trained, the post holder will be required to work with minimal supervision, understand and be able to interpret contract specifications and discuss acceptable standards of work with the contractor.

To support waste enforcement activities. This could involve site visits, monitoring fly-tipping and littering hotspots and gathering evidence, where practicable.

The role has no direct staff responsibility but the post holder will be required to provide guidance and support to residents, colleagues and external agencies on resource and waste management issues.

The role has no direct budgetary responsibility.

Person Specification	Essential/ Desirable	Internal Use Only
Qualifications		
An environmental-related qualification or sound understanding of the key issues relating to resource and waste management.	E	1
GCSE grade C or 4 or above (or equivalent) in English and Maths.	E	2
Experience		
Significant experience of working in a fast-moving customer focused environment.	E	1
Some experience of working with or monitoring contractors and contracts.	D	1
An understanding or experience of raising public awareness on resources and waste management issues.	D	2
Experience of waste enforcement tasks.	D	3
Knowledge and understanding		
A basic knowledge and appreciation of relevant methods and technologies for household waste & recycling collections and street cleansing.	D	1
A basic knowledge and appreciation of relevant technologies for waste disposal and treatment.	D	2
Skills and abilities		
Ability to use Outlook, and a web browser to access information.	E	1
Ability to use Microsoft Office (Word, Excel, PowerPoint etc.).	E	2
Able to effectively organise and prioritise workload, plan travel routes, use own initiative and work with minimal supervision.	E	3
Able to resolve disputes and challenging situations showing empathy and active listening techniques to de-escalate potentially challenging situations.	E	4
Ability to follow processes and contribute to the continual improvement of the service.	E	5
Good communication and interpersonal skills. Confident and enjoys meeting and dealing with a wide variety of people.	E	6
Ability to make effective relationships both within the council and with external groups or organisations.	E	7
Ability to interpret contract specification.	D	1
Work-related personal qualities		
Able to adapt and be flexible in approach to work.	E	1
An effective team player.	E	2
Personal resilience and resources to deal with pressure.	E	3
Other work-related requirements		
For fleet insurance purposes you need to be 18 or over, have held a current full driving licence for a minimum of a year and have at least 1 years driving experience.	E	1
Able to travel extensively throughout the district and complete site inspections/meetings in a range of different locations/environments.	E	2
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	E	3
Enhanced DBS check with relevant barred list/s.	No	n/a
Is this post politically restricted?	No	n/a

