

## JOB DESCRIPTION

<b>Post Title:</b> Commercial Waste Officer	<b>Director/Service/Sector</b> Local Services		<b>Office Use</b>
<b>Grade:</b>	<b>Workplace:</b> The normal place of work is County Hall plus a large amount of travelling to visit potential and existing customers and Council area offices within Northumberland.		<b>JE ref:</b> <b>HRMS ref:</b>
<b>Responsible to:</b> Contracts & Commercial Manager	<b>Date:</b> 27/11/17	<b>Manager Lever:</b>	
<b>Job Purpose:</b> To develop, improve and expand the existing countywide commercial waste service in order to retain the existing customer base and attract new customers to generate additional trade waste income.			
<b>Resources</b>	Staff	A team of technical officers and specialist staff.	
	Finance	Responsible for managing significant service budgets in excess of £1.3m per annum and monitoring expenditure/ income against forecasts. Managing contracts and service level agreements with customers, contractors and clients. Assist in the setting of budgets and allocation of service targets.	
	Physical	Develop and maintain systems and processes to capture and collate performance management information for the trade waste service. Ensure that corporate information systems are maintained to plan and forecast the effective delivery of services. To work closely with the refuse and recycling teams to fully utilise our physical resources, including vehicles, equipment and buildings.	
	Clients	Develops and oversees services that have an impact upon the well being of service users across the whole county. Dealing with external customers, internal stakeholders, partner organisations, members and residents to deliver an effective, commercially viable trade waste service.	

**Duties and key result areas:**

1. Develop, improve and expand the existing countywide commercial waste service in order to retain and increase the existing customer base and generate additional trade waste income.
2. Set and agree objectives and strategies to achieve performance and income targets by targeting geographic areas, specific sectors and service delivery routes.
3. Contribute to the delivery of promotional campaigns including the distribution of promotional material, cold calling potential customers by telephone, door to door promotion and the use of social media and advertising to attract new customers to the commercial waste service.
4. Provide quotations to potential customers and promote the benefits of the council's service with respect to environmental performance in recycling and diversion from landfill, reliability and quality, accessibility and locality, and competitive rates.
5. Liaise with operational teams to determine the optimum collection option for new customers, agree appropriate charges, contracts and bin deliveries.
6. Ensure that risk assessments are conducted and that safe and healthy working practices are employed throughout the services managed.
7. Provide back up support to customers and resolve performance problems where necessary through liaison with operational and business support teams.
8. Conduct customer satisfaction exercises to determine strengths and weaknesses of the existing service and develop ways to improve customer satisfaction.
9. Ensure appropriate work records are maintained to the required legal and service standards, observing data protection, privacy and confidentiality rules and procedures.
10. Produce management reports and information based upon operational or research data to inform and assist the business planning process.
11. Process payments, handle cash, order goods and services, receive goods and process invoices for payment in accordance with financial procedures and regulations.
12. Monitor relevant budget headings to ensure effective spend against established targets and compliance with financial regulations.
13. Work collaboratively with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services.
14. To act in any role allocated in the County Council Emergency and Business Continuity Plan when required.

15. Represent the Council at a local, regional and national level on waste activities.
16. Any other reasonable duties, which may be required by the Contract & Commercial Manager.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Transport requirements:	Large amount of travelling to work sites, visiting potential customers, 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 and lone working. Exposure to difficult situations involving customer complaints and disputes.

#### PERSON SPECIFICATION

<b>Post Title:</b> Commercial Waste Account Manager	<b>Director/Service/Sector:</b> Local Services	Ref:
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		

<p>Degree or equivalent in a discipline relevant to waste management or business administration or development.</p> <p>Evidence of recent relevant Management Training and continuous professional development.</p> <p>Thorough understanding of contemporary issues within the waste service.</p>	<p>NVQ or equivalent in Waste/Environmental management.</p> <p>Member of a relevant professional body e.g. Chartered Institute of Wastes Management</p> <p>Relevant professional or managerial qualification.</p> <p>Thorough understanding of relevant legislation, regulations and professional best practice.</p> <p>Thorough understanding of Health &amp; Safety legislation and the ability to produce concise but accurate risk assessments.</p>	<p>a, i, r, p</p>
<p><b>Experience</b></p>		

<p>Experience of working in an income based operational-related area.</p> <p>Experience of working with customers in a sales related capacity.</p> <p>Experience of maintaining manual and computer records.</p> <p>Experience of successfully managing financial and staffing resources within a comparable organisation.</p> <p>Experience of successfully managing contracts to deliver higher performing customer focussed services.</p> <p>A successful track record of engaging effectively with others and building productive partnerships with key stakeholders.</p> <p>Experience and a proven track record in the formulation and delivery of strategies and policies within an organisation of comparable scope and complexity.</p>	<p>Experience of promotion and development of services related to refuse collection or similar.</p>	<p>a, i, r, p</p>
<p><b>Skills and competencies</b></p>		

<p>Financial and commercial awareness.</p> <p>Ability to work under minimum supervision.</p> <p>Strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems.</p> <p>Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.</p> <p>Well developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others.</p> <p>Excellent interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of, colleagues, Council Members, and other stakeholders.</p> <p>Effective ICT skills &amp; able use ICT to achieve service objectives.</p>	<p>Good working knowledge of Northumberland</p> <p>Operational service delivery</p>	<p>a, i, r, p</p>
<p><b>Physical, mental and emotional demands</b></p>		

<p>Normally works from a seated position. May need to negotiate difficult terrain when visiting waste facilities.</p> <p>Need to maintain general awareness and deal with frequent interruptions, as well as having some lengthy periods of enhanced concentration.</p> <p>Resilience to and ability to manage stressful situations.</p> <p>Commitment to customer care.</p> <p>Able to work as an individual or as part of a team to meet tight deadlines and targets.</p>	<p>Extensive contact with public/clients in dispute/negotiations with the Council.</p> <p>Need to regularly manage conflicting demands and meet demanding deadlines.</p>	<p>a, i, r, p</p>
<b>Other</b>		
<p>Full UK driving licence.</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