

JOB DESCRIPTION

Post Title: Assistant Waste Contracts & Data Officer		Director/Service/Sector: Local Services, Waste Management		Office Use
Grade: 5		Workplace: Contracts & Commercial Team		JE ref: 3584 HRMS ref:
Responsible to: Waste Contracts & Data Officer		Date: 21st May 2019	Manager Level	
Job Purpose: Provide support to senior professional and managerial staff in the provision of waste services by processing, validating and challenging contractual claims; administer the hazardous waste collection service, abandoned vehicle removal and disposal service, and textile and book service; processing queries and complaints; completing compliance monitoring at waste PFI facilities; and undertaking pollution control and aftercare at closed landfill sites.				
Resources	Staff	None		
	Finance	Responsibility for handling payments, raising orders and processing invoices for large sums of money in respect of contracted waste services, in particular the validation and processing of contractual payments for the waste PFI, textile and book, and hazardous waste services.		
	Physical	Maintain and operate key corporate information systems and assist in the collation of statutory waste returns for submission into the Waste Data Flow system.		
	Clients	Regular contact with members of the public, external waste service providers & regulatory bodies in conjunction with more senior professionals and managers.		
Duties and key result areas:				
<div>1. Undertake the administration of the abandoned vehicle, hazardous waste collection, and textile and book services provided by the Council and/or external contractors working on behalf of the Council.</div> <div>2. Undertake the validation and processing of contractor claims.</div> <div>3. Undertake site inspections and audits to ensure compliance with Waste PFI Contract service standards and assist in the administration and validation of contractual payments for significant sums of money of over £1m per month and investigation of complaints.</div> <div>4. Provide professional and courteous advice and information to external stakeholders including residents, businesses and organisations concerning the services provided by the contracts & Commercial team</div> <div>5. Undertake pollution control monitoring and the operation and maintenance of landfill gas management systems at closed landfill sites to safeguard the environment and public health and safety.</div> <div>6. Deal with technical service problems and enquiries or, where appropriate, undertake remedial action that satisfies the client's needs and safeguard their interests in accordance with the service's established procedures and quality standards.</div> <div>7. Actively assists senior professionals and managers to deliver specific services, by conscientiously undertaking a range of functions, or remedial action, actively assisting with projects and interrogating corporate information systems or drawings.</div> <div>8. Actively participate in the development of policies and procedures, delivery of strategies, promotion and funding initiatives. All to bring the service's business plans and objectives into effect.</div> <div>9. Active involvement with and, in accordance with service standards, undertaking research, investigations, assignments and site assessments.</div> <div>10. Capture, record and manipulate service and client data, using ICT systems, in accordance with service procedures. Actively participate in the production of timely and accurate management information.</div> <div>11. Co-ordinate the collection and validation of key waste performance data and ensure the timely submission of statutory returns for entry to the national Waste Data Flow database system.</div> <div>12. Contribute to the maintenance of effective communication systems, within the service.</div> <div>13. Maintain appropriate work records, to the required service standards, observing data protection, privacy and confidentiality rules and procedures.</div> <div>14. Actively adopt effective and constructive relationships with colleagues and external contacts, in order to promote effective partnership arrangements, for the delivery of high quality services.</div> <div>15. Other duties appropriate to the nature, level and grade of the post.</div>				
Work Arrangements				

Physical requirements:	Predominantly sitting with regular need to walk and bend, including over rough terrain and occasional requirement to lift moderate weights.
Transport requirements:	Extensive travel to other work sites, area offices or training venues throughout the County and occasionally further afield.
Working patterns:	Normal office hours but flexi-hours may apply, if colleagues provide cover. Some standby or call out arrangements may apply.
Working conditions:	Extensive exposure to working outdoors in all types of weather & including unpleasant and hazardous conditions such as at waste facilities.
	Significant exposure to difficult situations involving customer complaints and disputes.

PERSON SPECIFICATION

Post Title: Assistant Waste Contracts & Data Officer		Director/Service/Sector: Local Services, Waste Management	Ref: 3584
Essential		Desirable	Assess by
Qualifications and Knowledge			
<p>A good standard of general education demonstrating numeracy and literacy.</p> <p>A vocational qualification to NVQ level 3.</p> <p>Understands the diverse functions of a large complex public organisation.</p> <p>An active appreciation of the procedural and practical issues relating to the service.</p> <p>An active awareness of and interest in the current issues facing the service.</p> <p>A detailed understanding of the legislative framework in which the waste service operates.</p> <p>Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the service.</p> <p>Actively undertaking ongoing continuous personal development.</p>		<p>Degree in a relevant subject</p> <p>A general management qualification e.g. DMS or NVQ 4 in Management.</p>	
Experience			
<p>Highly competent in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems.</p> <p>Thorough knowledge and experience of contract management in the context of waste management services.</p> <p>An active desire to provide effective customer centred services.</p>		<p>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.</p> <p>Confident and competent in expressing own views and an active participant in internal and external meetings.</p> <p>Numerate and able to analyse complex business related statistics.</p> <p>Ability to work methodically and systematically & pay close attention to detail.</p> <p>Adopts a collaborative approach to work.</p> <p>Remains calm and logical in stressful and difficult situations.</p>		<p>Able to effectively manage conflicting work demands and meet deadlines.</p> <p>Able to negotiate with clients.</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.</p> <p>Need to maintain general awareness, with lengthy periods of enhanced concentration.</p> <p>Regular contact with public/clients in dispute/negotiation with the County Council.</p> <p>Willingness to challenge poor performance and non-compliance with service standards by Council staff and external contactors in a positive and constructive manner.</p>		<p>Able to effectively manage stress.</p>	
Motivation			

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.	Committed to continuous service improvement and high standards of customer care.	
Other		
Ability to meet the transport requirements of the post.		

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