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| **Job Description** |
| **Post title** | Waste Monitoring Officer |
| **JE Reference No** | N7274  |
| **Grade** | 7 |
| **Service** | Regeneration and Local Services |
| **Service Area** | Environment |
| **Reporting to** | Accountable to the Senior Waste Monitoring Officer. |
| **Location** | Your normal place of work will be County Hall, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

To assist in the provision of effective, safe and environmentally acceptable systems for managing the Waste Management Service to the residents of the county.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Support the Senior Monitoring Officer and Contracts Manager in delivering their duties and responsibilities.
* To assist the performance monitoring and administration of Waste Management contracts.

* Undertaking inspections of county owned waste facilities to ensure effective, safe and

environmentally sound practices are implemented in accordance with any contract requirements.

* Assisting the implementation of service improvements e.g. Capital improvement work at Household Waste Recycling Centres and other waste management facilities.
* Liaising with residents, contractors, the Environment Agency, local authorities and other external agencies to investigate complaints and contract non-conformances.
* Assisting the collection, recording and updating of information associated with the waste management service, in particular information relating to Household Waste Recycling Centres, transfer stations and third party contractor facilities..
* Assisting the implementation and development of quality systems.
* Assisting the investigation of audit trails including relevant auditing of contractors and third parties.
* Aiding the monitoring of the Waste Permit Scheme through identification and investigation of unauthorised use of waste facilities.
* Assisting with data compilation relevant to Waste Data Flow and corporate performance requirements.
* Monitor customer care on Household Waste Recycling Centres, handling and investigating complaints, compliments and suggestions and making appropriate recommendations for continuous improvement
* Providing advice to the public on recycling and other disposal methods of household and trade waste.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification: Waste Monitoring Officer |
|  | Essential | Desirable |
| Qualifications | * Educated to NVQ level 3 or equivalent in a related subject.
 | * Degree in a related discipline.
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| Experience | * Clearly demonstrate experience in waste management or a related field.
* Experience of monitoring contractor activities.
 | * Experience of working in a regulatory role.
* Experience of dealing with the public and Members.
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| Skills & Knowledge | * Good interpersonal communication and organisational skills.
* Ability to report and record on site events.
* Knowledge of waste management and associated health and safety issues.
* Ability to use basic ITC software; Word, Excel and Lotus Notes.
 | * Knowledge of the local area.
* Previous knowledge and experience of quality, health, safety and environmental systems.
* Good understanding of the risk assessment process.
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| Personal Qualities | * Ability to respond quickly and efficiently to queries from senior and line management, colleagues and external agencies.
* Ability to work using own initiative.
* Ability to forge good working relationships with colleagues and contractors.
* Reliable, conscientious, presentable, diplomatic and tactful.
* Flexible approach to work with a willingness to cover works outside of normal working hours, if required.
* Physically mobile, be able to operate effectively on all types of terrain.
* May be required to work outside of normal office hours.
* Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment.
* Travel is an essential requirement of the post
 | * Ability to work on own initiative is essential but also experience of Team Working is desirable.
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