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| **Job Description** |
| **Post title** | Recycling Assistant  |
| **JE Reference No** | : N8631 |
| **Grade** | Grade 5 |
| **Service** | Neighbourhood and Climate Change  |
| **Service Area** |  Environment – Strategic Waste Management  |
| **Reporting to** | Projects & Campaigns Team Leader & Waste Strategy Team Manager |
| **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 not** 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 represent the local authority in delivering high quality refuse and recycling services with particular emphasis given in dealing with stakeholder enquiries and contamination issues in relation to the countywide alternate weekly collection scheme.

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| **Duties and responsibilities** |

* To represent the Authority by providing information to members of the public and other interested parties with regards to the refuse and recycling collection scheme.
* Advise the public in relation to contamination issues relating to the kerbside recycling collection scheme.
* Record and monitor requests for information received and address any complaints from members of the public.
* To work as part of a team to promote the Council’s refuse & recycling service.
* Carry out daily canvassing duties in relation to the refuse and recycling service.
* Drive the council vehicles to events throughout the three operational areas (North, South, East) and ensure it is fully utilised.
* Provide roadshow events across the County in order to positively promote the Authority’s refuse & recycling service.
* Attend residents’ groups, schools, community associations and other public events where necessary in relation to promoting and giving positive information and advice regarding the scheme.
* Work outside of standard office hours, including evenings and weekends.

* Carry out day to day maintenance and health and safety checks of the council vehicles in accordance with Council policy.
* Assist the refuse and recycling collection crews with monitoring of contamination as required.
* To take every opportunity to promote the good work being undertaken by regeneration and local services, and the wider council; for example through community meetings or direct contact with the public and partner agencies.
* To undertake visits, carry out assessments and monitoring in order to respond to customer needs. This may involve out of hours and weekend working.
* To implement safe working practices in order to deliver an effective service.
* To ensure all Council policies and procedures are adhered to.
* To foster and maintain partnerships with a wide range of external stakeholders.
* 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 line management.

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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 |
|  | Essential | Desirable |
| Qualifications | * 5 GCSE’s (Grade A – C) or equivalent
 | * Evidence of continuing professional development.
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| Experience | * Experience of working in a public-facing role.
 | * Experience of working with elected Members and responding appropriately to service requests.
* Experience of case management and problem-solving techniques
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| Skills & Knowledge | * Good written and oral communication skills.
* Organisational skills.
* Basic ICT skills, for example Microsoft Word, Powerpoint, Excel, and email management.
* The ability to identify and solve problems.
 | * Knowledge of refuse & recycling services and legislation.
* Knowledge of the local area
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| Personal Qualities | * Team and results orientated outlook.
* Flexible and adaptable to meet changing needs.
* Self-motivated, proactive and enthusiastic.
* Ability to work in an un-supervised environment.
* Customer focussed with a positive outlook and the ability to communicate with tact, diplomacy and confidentiality.
* The ability to work to tight deadlines.
* Ability to deal with difficult situations.
* 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.
* Post-holder is required to work outside of normal working hours, including evenings and weekends
 | * Interest in the environment.
* A minimum of 12 months driving experience following passing your vehicle test
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