**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Contract Monitoring Officer  (Waste and Street Cleansing) | **Grade**:  SO1 |
| **Section:**  Contracts and Leisure  (Waste and Street Cleansing) | **Directorate:**  Environment and Community Services |
| **Responsible to following manager:**  Contract Manager  (Waste and Street Cleansing) | **Responsible for following staff:**  Not applicable |
| **Post Number/s:** | **Last review date:**  January 2023 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

Responsible to the Contract Manager to assist in the monitoring of contracts across the waste and street cleansing services for Richmond & Wandsworth, including the overseeing and monitoring of performance, safe systems of work and quality assurance. To provide timely performance information to enable more effective contract management and to inform the need for any improvements to the services.

**Specific Duties and Responsibilities:**

1. Assist Waste & Street Cleansing Contract Supervisors to oversee and monitor performance management, quality assurance, contract monitoring, business information and information governance for management of the waste and street cleansing contracts to ensure required contractual standards are achieved.
2. Monitor contractors undertaking waste management and street cleansing services and issuing instructions to contractors in person and remotely, as required, in respect of unspecified/emergency works.
3. Works on site when monitoring an issue and meets residents on site. Regular site visits and at times present at sites with unpleasant conditions.
4. Investigates problems and performance failure by a contractor and institute remedial action on matters concerning waste refuse collection, recycling, street cleansing and community toilets scheme as appropriate.
5. Maintain regular and close liaison with the Inspection and Enforcement Team for seeking assistance and support with inspections and monitoring of refuse collection, recycling, and street cleansing. Also, for assisting with effective enforcement of waste legislation including obtaining evidence and reporting on offences against waste management legislation.
6. Ensures the operations and procedures of the waste management section and its contractors adhere to the requirements of the relevant health and safety legislation and codes of practice and that safe systems of work are employed.
7. Ensures the contractor adheres fully to the requirements of Health and Safety legislation and regulations required within the contract and ensure the maintenance of a safe environment for both service users and staff. Reporting where contractor contravenes Health and Safety legislation, and giving immediate remedial instructions when relevant.
8. Responds to correspondence, emails and telephone calls on waste management, street cleansing services and other waste management functions from the public; Members, social housing managers; contract managers; Council and third party providers and other Council services.. Liaises with members on long standing and or repeat issues.
9. Report back to service managers on contract performance and quality assurance.
10. Produces appropriate monitoring documentation and develops and maintains a robust monitoring system to ensure the effective delivery of services.
11. Assist the Contract Manager in acting upon the findings of monitoring, working in partnership with the contractor and (as relevant) other Council services to ensure the development of improved service performance for service users. To contribute to review of performance and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the services.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Team structure**

**Person Specification**

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| **Job Title:**  Contract Monitoring Officer  (Waste & Street Cleansing) | **Grade**:  S01 |
| **Section:**  Contracts and Leisure (Waste & Street Cleansing) | **Directorate:**  Environment and Community Services |
| **Responsible to following manager:**  Contract Manager  (Waste & Street Cleansing) | **Responsible for following staff:**  N/A |
| **Post Number/s:** | **Last review date:**  January 2023 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by A &**  **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Practical knowledge of a range of IT software and programmes e.g. Microsoft Office, Confirm, Firmstep CRM | A/I |
| Knowledge of waste management, legislation, regulation, standards and procedures. | A/I |
| Knowledge of relevant health and safety legislation and codes of practice |  |
| **Experience** | |
| Experience of working with the public in a customer-facing environment | A/I |
| Experience of working with contractors, customers and stakeholders to improve service outcomes | A/I |
| Experience of contract performance monitoring | A/I |
| Experience of answering queries and resolving problems | A/I |
| **Skills** | |
| Ability to multi-task in a busy environment | A/I |
| Work to tight deadlines under own initiative | A/I |

**A – application form / CV**

**I – Interview**

**T – Test**

**C – certificate**