

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Commercial Waste Officer	Grade: PO2
Section: Waste and Street Cleansing	Directorate: Environment and Community Service
Responsible to following manager: Assistant Director (Waste and Street Cleansing)	Responsible for following staff: Not applicable
Post Number/s: RWE1247	Last review date: July 2024

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 for maintaining relationships with businesses and external contractors to ensure that commercial collection of services is provided in accordance with agreements and that appropriate monitoring of the operational commercial waste activities are undertaken to ensure that services are delivered in accordance with schedules and to specification.

To develop the business and to liaise with businesses and instigate changes to service contracts as required to meet changing customer needs or to set up new arrangements.

To lead on the garden waste annual renewal programme liaising with internal departments and the contractor to ensure that the subscription service is ready to renew customers each year in accordance with the policy and terms and conditions.

Specific Duties and Responsibilities

1. To be responsible for maintaining relationships with businesses and external contractors to ensure that commercial collections services are provided in accordance with the agreements.
2. To be responsible for monitoring the operation in commercial waste and recycling ensuring that services are delivered in accordance with the schedules and to specification.
3. To liaise with businesses and instigate changes to service contracts as required to meet changing customer needs or to set up new agreements.
4. Managing customer and other complaints related to these areas of service and ensuring any contract deficiencies are rectified and customers are kept informed.
5. Work with service providers to ensure services are delivered as required.
6. To review the status of customer accounts, make contact with businesses that are in arrears to rectify the situation and advise the Assistant Director of Waste and Street Cleansing of any difficulties.
7. To maintain records and compile information to monitor the performance of contractors, to monitor income and expenditure in support of the Director of Waste and Street Cleansing.
8. To engage, develop and maintain meaningful links with a wide cross-section of Council services, external agencies, governing bodies involved in the management of waste operations, and including those involved in any enforcement activities that may be required in support.

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.

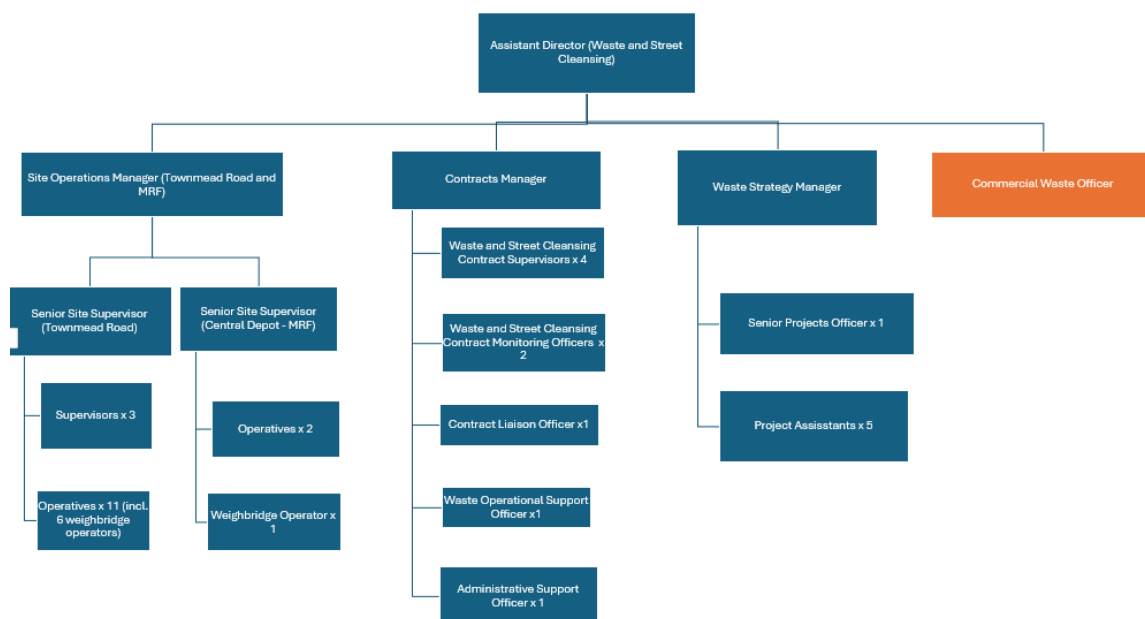
- To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of 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 profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

There may be a requirement for out of hours working, including evenings and weekends.

To implement policies and procedures necessary to meet customer care needs and which reflect the council’s vision and core values.

Team structure



Person Specification

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Post Number/s: RWE1247	Last Review Date:

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of a Commercial Waste Service	E		A/I
Knowledge of relevant legislation for environment and waste management	E		A/I
Experience	Essential	Desirable	Assessed
Experience of the waste management industry	E		A/I
Experience of how to manage a public sector commercial waste service		D	A/I
Record keeping including management of contracts and financial record keeping	E		A/I
Skills	Essential	Desirable	Assessed
Ability to work at pace, and flexibly making sound decisions and judgements		D	A/I

Ability to communicate effectively both orally and in writing with customers, contractors and officers	E		A/I
Ability to work both independently and as an effective team member, using initiative in a calm, well organised manner	E		A/I
Qualifications	Essential	Desirable	Assessed
Qualification in Waste Management or equivalent by experience			A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate

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