

Job Profile comprising Job Description and Person Specification

Job Description

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| Job Title: Waste and Street Cleansing Contract Officer | Grade: PO1 |
| 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 2025 |

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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 primarily for Richmond, 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. 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, as required, in respect of unspecified/emergency works.
3. Investigates problems and performance failure by a contractor and institute remedial action on matters concerning waste refuse collection, recycling, street cleansing, community toilets scheme and street trading services and, as appropriate, issue 'Rectification', 'Default' and 'Damages Notices' for non-performance, according to the appropriate contract.
4. Maintain regular and close liaison with the Inspection and Enforcement Team for seeking assistance and support with inspections and monitoring of refuse collection, recycling, street cleansing and street trading activities. Also, for assisting with effective enforcement of legislation including obtaining evidence and reporting on offences against waste management legislation.
5. Assist in ensuring that the operations and procedures of the waste and cleansing team 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.
6. Responds to correspondence, emails and telephone calls on waste management, street cleansing services and other associated team functions from the public and others.
7. Report back to service managers on contract performance and quality assurance.
8. Improve the range and quality of the procurement and contract management information sources.
9. Ensure that performance management mechanisms are in place with suppliers to monitor the extent of progress and achievement of outputs and outcomes.

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.
12. Ensures that financial, usage and performance management information is provided by the contractor within agreed timescales and that is relevant, comprehensive and accurate and assists as required in reviews of performance measures.
13. Assists in ensuring that 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.
14. Assist in the preparation of any briefings for senior management and Councillors on the service and contract.
15. Represents the Council at meetings with contractors, residents, businesses, tenants and leaseholder associations, and others as directed by the Contract Manager.
16. Assists in the control of the Council's stock of containers used for the services – these may include recycling sacks, litter bins, bulk bins and recycling banks.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- 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 Richmond and Wandsworth 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 roles within the Councils.
- 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.

Person Specification

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| Section: Contracts and Leisure (Waste & Street Cleansing) | Directorate: Environment and Community Services |
| Responsible to: Contract Manager (Waste & Street Cleansing) | Responsible for: N/A |
| Post Number/s: | Last Review Date: November 2024 |

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership 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 | |
| Practical knowledge of a range of IT software and programmes. | A/I |
| Knowledge of waste management, legislation, regulation, standards and procedures. | A/I |
| 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 |
| Ability to plan and manage complex and varied workload | A/I |
| Work to tight deadlines under own initiative | A/I |
| Excellent oral and written skills with the ability to produce and constructively present accurate and complex reports | A/I |
| Qualifications | |
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A – application form
I – Interview
T – Test
C – certificate