

## JOB SUMMARY

<b>Post Title</b>	<b>Waste Contracts Officer</b>									
<b>Job Family</b>	<b>Operational Service</b>	<b>Pay Range</b>	<b>R5</b>	<b>Line Manager to others?</b>	<b>No</b>	<b>Role profile ref</b>	<b>OPS050</b>	<b>DMA Level</b>	<b>1</b>	
<b>Service Area</b>	Transport Economy Environment (TEE)									
<b>Line Manager</b>	Waste Contracts Team Leader				<i>New Role? Yes</i>					
<b>Location</b>	<i>NCO, Aylesbury</i>									
<p><b>Job Purpose</b> 1-2 sentences          To provide a specialised Waste Management service, ensuring that service delivery meets a wide range of waste management service activities. To provide overseeing contract management role for all current and future waste contracts such as operational landfills, closed landfills, household waste recycling centres (HWRCs) and biowaste energy from waste contract.</p>										
<p><b>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</b>          6-8 bullet points max</p> <ul style="list-style-type: none"> <li>• Plan and organise work to support the delivery of the Waste Management Service which will include contributing to business and financial planning activities.</li> <li>• Ensure the contract service performance indicators are monitored, managed, maintained. This will require developing innovative methods to improve efficiency in relation to procedures, processes, policy and service delivery to customers including supporting the preparation of tenders and contracts ensuring cost, quality, and performance outcomes are achieved.</li> <li>• To provide waste contract management support role ensuring contract compliances, co-operation and improvements are achieved, which requires regular supplier support and interface meetings and identify issues for further review by manager.</li> <li>• Plan and monitor contract management controls ensuring information and records e.g. meeting minutes, spot inspection records, duty of care information, end destinations for waste and recyclable materials is collated and available for viewing in appropriate systems such a Contract Management Application.</li> <li>• Provide expert advice on waste issues in relation contract management, responsibility and expertise. Will require keeping up to date with current issues, developments, good practice and legislation interpreting complex legislation, regulations and codes of practice analysing information, highlighting resolutions and recommending options / solutions.</li> <li>• Provide authoritative advice and support to waste team, internal colleagues and external stakeholders whilst responding to and investigate and resolve enquiries / complaints relating external / internal customers and supplier.</li> <li>• Liaise with external / internal suppliers to arrange for approved work to be carried out and ensure appropriate service delivery. This will require assessing and mitigating any risks associated with the operational delivery of the service ensuring, that all stakeholders are aware, ensuring the necessary work is planned and carried out within the required legal, technical, safety standards whilst accommodating the needs of changing priorities.</li> <li>• Monitor and report on budget as required identify issues for further review by budget holders and managers. Will need to ensure all financial transactions are processed and reconciled correctly.</li> </ul>										
<p><b>Knowledge, Skills and Experience</b>  <i>(N.B. Only Essential criteria taken into account for job evaluation purposes)</i></p>										
<b>Role Profile requirements.</b>			<b>Job specific examples.</b> (if left blank refer to left hand column)				<b>Essential</b>	<b>Desirable</b>		
Broad experience within the service area, with evidence of appropriate waste / environmental knowledge							✓			

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<p>Authoritative knowledge of relevant systems, policies, regulations, legislation, best practice and working methods.</p>	<p>Health and Safety including devising risk assessments as required, with the view to ensure the proper precautions are known and taken.</p> <p>Compliance Audits related to H&amp; S, end of waste destinations and contract monitoring performance indicators across waste contracts.</p> <p>Public procurement procedures</p> <p>Demonstrate knowledge of waste legislation such as EPA, Hazardous Waste to ensure compliance with Duty of Care etc.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Good knowledge of service area and awareness of wider sector / external influences.</p>	<p>Proven ability of partnership working with both private and public bodies.</p>	<p>✓</p>	
<p>Good customer service skills, with experience of resolving escalated customer queries.</p>	<p>Proven ability of managing and presenting information efficiently and accurately.</p>	<p>✓</p>	
<p>Good communication and interpersonal skills with the ability to build relationships and engage successfully with the stakeholder community.</p>	<p>Proven ability to enter into clear and effective and appropriate communications with external/internal stakeholders providing information, advice, dealing or managing of complaints in a sensitive and diplomatic nature.</p>	<p>✓</p>	
<p>Good literacy, numeracy and report writing skills.</p>	<p>Proven ability to undertake report, briefing notes and putting forward recommendations of service improvements.</p>	<p>✓</p>	
<p>Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Proven track record to work to tight deadlines and be flexible in work approaches.</p> <p>Quality, performance and management information is provided accurately to the required timescales.</p>	<p>✓</p> <p>✓</p>	
<p>Proven initiative and judgement to identify, investigate, analyse and resolve problems, and recommend workable and cost effective solutions within time constraints.</p>	<p>Ability to identify and analyse issues and recommend solutions. Contribute to longer term planning for Waste Management</p>	<p>✓</p>	
<p>Good ICT skills including use of Microsoft applications and specialist systems.</p>	<p>Proven experience of an IT user including word processing, spreadsheets, powerpoint, email and web based applications.</p>	<p>✓</p>	

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Experience or training sufficient to ensure financial processing and / or budget monitoring is completed accurately.	Proven ability to report on financial positions and report on budget monitoring positions escalating any areas which may require rectification.	✓	
Provide support to a corporate emergency response in exceptional circumstances.	Business Continuity Plan	✓	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Educated to NVQ 4 / HND / BTEC standard or equivalent.		✓	
Relevant professional / vocational qualification.			✓
		✓	
<b>Other Requirements</b> Appropriate driving licence and must have access to own vehicle.			
<b>Decision Making Accountability</b>			
<p><b>Budgets:</b> Is the role directly responsible for managing a budget? (please specify size and type of budget) May monitor small budgets: Revenue - £ 0 - £150k Capital - £0 - £80K</p> <p>Is the role responsible for monitoring a budget (monitoring of a delegated budget under management direction)? (please specify size and type of budget) As indicated above.</p> <p><b>Planning and Decisions:</b> What sort of deadlines does this person work to? Specify short, medium, long term Need to work under general direction only, on monthly basis according to nature of work. Deadlines 4 weeks -18 month period which would be set according to service, business requirements and personal objectives.</p> <p><b>Is this post responsible for forward planning? Specify to what extent e.g. 6 months or 3-5 year planning</b> As indicated above.</p> <p><b>Approximately how many posts are under the role's reporting line? (including those that are managed directly and indirectly)</b> N/A</p> <p><b>Which key stakeholders does the post holder have to work with to be successful in their role?</b> Wide range of external contacts, including other local services and external partners. Liaise with the following</p> <ul style="list-style-type: none"> <li>• External and internal suppliers</li> </ul>			

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- Internal colleagues up to senior managers
- External District Council officers
- Members of the public may involve dealing with challenging behaviour/ situations.
- May involve negotiation based on legal and regulatory knowledge

### **What are the top 3 key decisions the post holder would be responsible for?**

Ability to work independently to co-ordinate resources to deliver work programmes within agreed timescales. Identify problems, develop, and recommend solutions and necessary improvement works required across operational facilities within Waste Management Service.

Work within a procedural framework and regulatory guidelines advising on how regulations should be applied requiring practical, effective solutions are developed and delivered in accordance with legislative requirements, cost, quality and good practice guidelines and address relevant waste related and technical / design issues.

Use initiative to determine how objectives might be delivered to best suit customer requirements. Monitor and evaluate activities / performance to plan and organise work and priorities, co-ordinating with others (internal or external delivery partners), to ensure that timescales and targets are achieved contributing to the longer term planning.

### **What decisions are referred to the line manager?**

Exceptions related to complaints, problems and issues to be resolved.

Exceptions related to non-contract compliances including systems, regulatory, process and safety matters to be addressed more formally with supplier to be resolved.

Resource allocation

Exceptions above agreed budgets

The job involves travel for business purposes Often.

*Where possible please quantify the approximate volume of travel (see guidelines for examples).*

**1000 – 3000 miles**

**Organisation Structure (Please attach if available)**