

Job Profile

Waste Contract Monitoring Officer

Overview	
Post No.	COTD032
Grade	Grade 5
Directorate	People and Commercial Services
Service Area	Contracts & Services
Team	Environmental Services Team
Reporting to	Environmental Services Manager

The Job
<p>Responsible for the monitoring the operational effectiveness of the Council's Waste and Street Cleansing contract within an assigned geographical area.</p> <p>To build collaborative relationships with the Council's suppliers to ensure any operational issues and concerns are successfully resolved.</p> <p>To take a proactive approach to contract monitoring and resolve issues with operational service performance and suggest areas where service delivery can be improved.</p> <p>To communicate effectively with a wide range of stakeholders including customers, suppliers, community groups and other relevant professionals.</p> <p>To effectively monitor operational risk to enable the Council to successfully fulfil its Duty of Care as a Statutory service provider and landowner.</p>

Generic Accountabilities of the Role
<p>Contract Monitoring</p> <ol style="list-style-type: none"> 1. To be responsible for the daily operational monitoring of the Waste Management Contract, through Contractor liaison meetings, monitoring inspections, contract administration, as defined by the Environmental Services Manager 2. To ensure the contractor is fully complying with all aspects of the council's requirements and contractual terms including reporting on regular progress, calculating penalty clauses and recording complaints. 3. To carry out routine monitoring inspections to quantify contractor performance, and report on findings 4. To contribute towards the achievement of national, regional, and Local waste and recycling targets to reduce waste growth, increase recycling and composting and raise awareness of sustainable waste management with a view to changing people's perceptions about waste. 5. To carry out routine Street Cleansing (Performance) Inspections. 6. To raise default and rectification notices and monitor action taken. 7. To Liaise with Councillors and members of the public, investigating and responding to contract-related queries and service issues and preparing correspondence as required.

8. To assist the Environmental Services Manager with the preparation of new contracts as they fall due.
9. To manage/ respond to non-collection/ collection point issues, access issues, etc.
10. To carry out Health & Safety Inspections of the Contractor's operations.
11. To carry out bin audits, bin placement, and Duty of care inspections, etc.
12. To investigate instances of fly-tipping and abandoned vehicles e.g. inspection, photograph, search for evidence.
13. To work with the Waste Disposal Authority on disposal point issues identified through the service requirement planning process, all Bank Holiday arrangements and contingency requirements.
14. To support the Environmental Services Manager in the procurement, monitoring and auditing of bin/sack stocks, placing top up orders and overseeing deliveries and organising the disposal of scrap bins as required.
15. To investigate all dog waste bin issues and carry out site assessments for any new bin locations; and to deal with complaints about dog fouling on public highways as required.
16. To support the Waste Management Contractor with joint assessment of all new properties and roads, completing route risk assessments, ensuring collections start when required, and that all necessary bins are ordered and delivered
17. To carry out when required all necessary accident investigation and emergency and other related duties arising, which may involve work outside normal office hours
18. To ensure any data for National Indicators, Waste Data Flow and waste, recycling and street cleansing is input in a timely manner.
19. To update cases on the Council's Customer Relationship Management system daily.

Equality & Diversity

1. The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.

Learning & Development

1. The post holder must have a personal responsibility for their own learning and development and will maintain up to date records of achievement and attendance as required.
2. The post holder must undertake the learning and training identified as part of their ongoing development, and other relevant training that is identified and agreed with their manager.

Other Duties

1. To undertake such other duties as may be reasonably be required.

2. Based in the community, with some office/home working.

Special Conditions

It is a requirement of the post that the postholder hold a current driving licence enabling them to drive a car. The postholder must ensure that the insurance cover includes use on the employer's business.

The Council operates a Local Lump Sum Car Allowance Scheme which is comparable with the NJC National Car Allowance Scheme. Eligibility to receive a car allowance will be based on the requirement for essential car usage to undertake the duties of your post and no less than annual mileage of 250 miles, which will be recorded and verified by your designated line manager on a monthly basis. It is a requirement that all essential car users receiving a lump sum payment submit up to date mileage information, on a monthly basis, so that the Payroll Officer is able to process correct information to the HMRC at year end. Failure to record and report mileage undertaken to your employer may forfeit your right to receive a car allowance.

Your eligibility to receive a Car Allowance will be reviewed on an annual basis by your Head of Service in conjunction with the Head of Digital and Customer Service. The Council reserves the right to review, amend or withdraw the car allowance subject to consultation with you. A period of three month's notice to terminate the status and associated allowance will be given to any employee who no longer meets the required criteria. There will be no entitlement to any further car allowance.

The grade for this post is determined by Job Evaluation.

Professional and Personal Attributes

Qualifications Educational and Professional	<ul style="list-style-type: none">• Good standard of education (Essential)• HNC or equivalent (Essential)• Educated to degree level (Desirable)• Membership of Professional Body (Desirable)
Knowledge	<ul style="list-style-type: none">• Risk Management and Health and Safety legislation and systems (Essential)• Contract rules and procedures (Essential)• Environmental legislation (Essential)• Project Management (Essential)
Experience	<ul style="list-style-type: none">• Experience in Waste & Recycling (Essential)• Contract Monitoring (Essential)• Experience of working in local authority (Desirable)
Political Skills	<ul style="list-style-type: none">• A practical understanding of the tiers of government, as well as capability to interact with elected Members, committees, commercial and community partners (Essential)• Able to act with political intelligence within the remit of their position and demonstrate local government expertise to advise Council representatives involved in political, community and public forums (Essential)
Personal Behaviors	<ul style="list-style-type: none">• Confident presentation to elected members and external bodies (Essential)

	<ul style="list-style-type: none"> • Ability to communicate well with Members, Senior Management & officers, contractors and members of the public (Essential) • Preparation of statistical reports and resolving complaints (Essential) • Excellent customer service skills particularly whilst under pressure • Ability to organise workloads (Essential) • Ability to work independently and with own initiative and as part of a team (Essential) • Enthusiasm and commitment to improvements (Essential)
Other	<ul style="list-style-type: none"> • Ability to undertake work outside normal office hours • Full driving licence and use of car

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not meant to be a detailed list of all duties and responsibilities which may be required. It will be supplemented and further defined by objectives set at appropriate times, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.