

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Waste Services Officer	<b>JE NUMBER:</b> A13524
<b>DIRECTORATE:</b>	Environmental Services	<b>BAND:</b> 5
<b>RESPONSIBLE TO:</b>	Waste Service team leader	
<b>RESPONSIBLE FOR:</b>	NA	
<b>MAIN PURPOSE OF POST:</b>	<p>To ensure that the Waste Management function and Waste Collection Services are delivered in an efficient and customer focused manner.</p> <p>To act as a point of contact for service users, contractors and council colleagues.</p>	

### DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	To deal efficiently with all types of waste related enquiries/requests/complaints from members of the public, call centre, elected members, other council departments, contractors and other stakeholders in order to promote customer satisfaction.
2.	manage and monitor the successful completion of the annual garden waste subscription service
3.	Raise purchase orders as required
4.	complete regular monitoring of collection crews to ensure contractual and health & safety compliance.
5.	Manage data using the councils preferred data management systems including Salesforce and Unit 4
6.	To collate and input waste data for statistical returns to Waste Data Flow and submission of recycling credit claims.
7.	To assess and action requests for the Council's Assisted Collection Service, Clinical Waste Service and provision of larger general waste bins and complete reviews when required.
8.	To advise residents of special arrangements for the collection of waste including hazardous and other difficult to manage waste.
9.	To advise residents of the Council's waste collection policy and legal duties.
10.	Ensure that routine communications e.g. council website always contain up to date information.
11.	To monitor and coordinate adequate stocks and supplies of waste receptacles at all times, including arranging timely delivery, exchange, removal and repair/refurbishment.

12.	To visit residents and locations to help resolve waste collection issues including reports of contaminated bins, bin capacity, presentation points and other issues when required.
13.	Ensure publicity materials such as bin tags and annual collection calendars are produced at appropriate intervals
14.	Keep up to date with developments in the waste management sector and ensure senior managers are aware of important developments.
15.	Assist in the development and promotion of new waste collection practices which arise from legislative changes
16.	Co-ordinate annual publicity and events for national recycling week, and any other relevant annual events.
17.	Any other duties which are equal/similar to the responsibility level and grade of the post.

**GENERAL – To be aware of and implement the following:**

**Equalities** – The council’s Equality and Diversity Policy which sets out the council’s commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

**Code of Conduct** – All employees of Chesterfield Borough Council must comply with the Employees’ Code of Conduct.

**Health & safety** – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council’s Health and Safety policy.

**Staff Development** - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council’s performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

**Data Protection** – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

**Safeguarding Children and Vulnerable Adults** - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

**Climate Change**

The council’s commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council’s Climate Change Strategy.

**SPECIAL FEATURES OF POST:**

Political Restriction	YES		NO	x
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	x
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	x	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	x	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Waste and Recycling Officer	<b>JE NUMBER:</b>	A13524
<b>DIRECTORATE:</b>	Environmental Services	<b>DATE:</b>	April 2025

<b>KNOWLEDGE / SKILLS / ABILITIES</b>		<b>Assessment Method</b>
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
<b>Essential</b>		
•	Good organisational and problem solving skills.	Application Form
•	Ability to work unsupervised and use initiative to prioritise workload and meet deadlines.	Application Form
•	An excellent team worker who can deal with working in a front line service with competing demands and challenging situations	Application Form
•	Confident when speaking with people on the telephone and face to face.	Application Form
•	Confident writing emails and letters where appropriate.	Application Form
•	Ability to be creative and innovative, not afraid to suggest new ideas and take initiative	Application Form
•	Flexible and versatile and willing to carry out a wide range of duties.	Application Form
•	Willingness to learn new skills and adopt new ideas.	Application Form
•	Computer literate with experience of Microsoft office, email and database use.	Application Form
<b>Desirable</b>		
•	Knowledge of Waste Management.	Application Form/interview
<b>EXPERIENCE</b>		
<b>Essential</b>		
•	Experience of working in a busy office environment.	Application Form/interview

•	Customer service/interaction experience.	Application Form/interview
<b>Desirable</b>		
•	Experience of working in local government and/or a waste management service.	Application Form/interview
<b>QUALIFICATIONS</b>		
<b>Essential</b>		
•	5 grade A* to C GCSE or equivalent to include Maths and English	certificates
•	A recognised IT qualification such as ECDL	certificates
<b>Desirable</b>		
•	Waste management related training/qualification	certificates
•	Advanced IT qualification	certificates
•	Marketing/publicity qualification	certificates
<b>OTHER REQUIREMENTS</b>		
<b>Essential</b>		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
<b>COMPETENCY REQUIREMENT:</b>		
<b>Seeing the Big Picture</b>	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.	Interview
<b>Level: 1</b>		
<b>Changing and Improving</b>	People who are effective in this area take initiative, are innovative and seek out opportunities to create effective	Interview

<b>Level: 1</b>	change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.	
<b>Making Effective Decisions</b>	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.	Interview
<b>Level: 1</b>		
<b>Leading &amp; Communicating</b>	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all.	Interview
<b>Level: 1</b>		
<b>Collaborating and Partnering</b>	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.	Interview
<b>Level: 1</b>		
<b>Developing self and others</b>	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.	Interview
<b>Level: 1</b>		
<b>Delivering Value for Money</b>	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.	Interview
<b>Level: 1</b>		
<b>Managing a Quality Service</b>	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.	Interview
<b>Level: 1</b>		

<b>Delivering at Pace</b>	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.	Interview
<b>Level: 1</b>		