**BCP COUNCIL**

**JOB DESCRIPTION**

**SERVICE UNIT:** **Environment**

**JOB TITLE:** **Commercial Waste Officer x 6 positions**

**REF No: 4910**

**GRADE: F**

**JE REF No: EEOGF**

**RESPONSIBLE TO:** **Site Supervisor**

**MAIN PURPOSE**

* To help develop and maintain an infrastructure that enables BCP Council residents and businesses to manage their waste safely and sustainably
* To work as part of a team in operating commercial waste services and resolving problems arising during the operational day. Manage customer contacts including problem solving and provide excellent service
* To take ownership for the day-to-day collection of data relating to open spaces and waste services

**MAIN RESPONSIBILITIES**

1. Working in the Commercial Office(s), taking a lead on issues which arise daily in the operation of the Council’s waste disposal, commercial waste and associated collection service operations across BCP Council.
2. These posts will be based at either the Recycling Centre, Nuffield or Recycling Centre, Millhams and some cover may be required between sites.
3. To plan, collate, organise, analyse and report any statistical data or information needed for payment validation, performance indicator monitoring, contractor performance, management information and external agency reporting.
4. Understand relevant legislation and provide advice and make recommendations in accordance with the purpose, priorities and values of BCP Council.
5. Continually demonstrate excellent interpersonal skills and be a confident communicator building effective relationships both internally and with customers external to our organisation. Where appropriate, promote and market our commercial services.
6. Have the ability to lead, plan and organise own daily workload and that of others, this includes the commercial waste drivers, including both skip vehicles, bin delivery and refuse and recycling crews. It is often essential to re-prioritise the workload of others as a result of operational or customer related issues, to ensure an efficient day-to-day service is delivered.
7. Liaise daily with operational teams to resolve service queries and carry out de-briefs.
8. Independently respond to service requests, queries on policy and procedures and resolve issues and complaints. If unable to assist, recommend alternative courses of action to ensure that residents are at the heart of everything we do. Communications will be received either by telephone, email or face to face at the sites.
9. Take credit card payments daily and maintain bad debtor control of non-payers*,* handling confidential information with discretion.
10. Use databases and business-related specialist software packages accurately and confidently in relation to the commercial waste business, garden waste service, customer service and finance and payment systems.
11. To administer the commercial waste and skip business database of approximately 3,000 contracts ensuring accuracy of information and communication.
12. To ensure that the Council is fully compliant in its legal obligation to monitor vehicles movements, handle all documentation regarding Waste Transfer Notes, weighbridge tickets and its operation, and undertake training accordingly.
13. Introduce measures in specialist areas that allow for a constant review on whether the work carried out is meeting the customers’ and Council’s purpose.
14. Due to the location of the office and requirement to liaise with operational colleagues at the sites (both in the office and outside), you will be required to wear safety PPE at all times when entering and leaving the office.
15. To undertake such other duties as may be required from time to time commensurate with the level of the post.
16. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Prepared by: David Rickards and Rachel Davies Updated: December 2021

**PERSON SPECIFICATION**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/ DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE**   1. Experience of waste and environmental related issues 2. Communication with members of the public, in person and on phone 3. Knowledge of database management and production of performance and cost related reports 4. Financial administration and control | Desirable  Essential  Desirable  Desirable | Application Form Interview  References |
| **QUALIFICATIONS / TRAINING**   |  | | --- | | 1. 3 A levels, NVQ3 or 4, HND, diploma or similar   qualification, or equivalent experience in Waste  Management   1. Strong Numeracy, literacy and IT skills | | Essential  Essential | Application Form  Certificates |
| **APTITUDES /ABILITIES**   * Confident communicator with excellent interpersonal skills * Strong team player * Highly effective analytical and problem-solving skills * Able to work flexibly with colleagues to plan, organise and allocate work efficiently * Flexibility to respond to changing demands of the role and to react to unplanned events * Able to work effectively under pressure, plan and prioritise own workload and workload of others * Ability to co-ordinate work across multi-skilled teams * Ability to pass on detailed information to others in a manner that is understood | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application Form  Interview  References  (Practical Test – only if applicable) |
| **KNOWLEDGE**   * Knowledge of Waste management issues, policy and practice  1. Environmental issues (especially around waste disposal) 2. Understanding of a Systems Thinking approach to service improvement. | Desirable  Desirable  Desirable | Application Form  Interview |
| **ATTITUDE / MOTIVATION**   1. A strong commitment to delivering services that meet the needs of the customer 2. Committed to high standards of accuracy, communication and customer care 3. Positive attitudes to the Council’s purpose and values and the way it operates 4. Committed to seeking out new ways of working to improve service delivery 5. Celebrates team success and generates a team spirit 6. Desire to continually improve own performance and services provided to the residents of BCP Council 7. Able to confront difficult situations or problems and seek their resolution | Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application Form Interview  References |
| **OTHER FACTORS**   1. Flexible approach to working hours 2. Hold a current valid driving license 3. Ability to travel around the local area in an agreed timely manner (and to other areas of the UK if required) | Essential  Essential  Essential | Application Form  Interview |