

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

Job Title:	Waste Compliance Officer	JEID	G0035
Salary Grade:	Scale E		
Team:	Waste Compliance		
Service Area:	Contract Management and Quality Assurance (Resources & Communities)		
Primary Location:	Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Delivery Manager, CM&QA (Res & Comms)		
Responsible for:	N/A		

#### Role Purpose

To work with the Waste Management Team to support the management and compliance of the Waste Management Service.

To ensure that all systems and administration related to being a Waste Disposal Authority operate effectively.

To effectively administer all of the authorities waste operations and provide second tier customer service resolving more complex waste enquiries.

#### Role Responsibilities

##### Principal duties

- To be responsible for all of the administration of each waste/ recycling contract and liaise with contractors to resolve issues, for example haulage, landfill, incineration, recycling, reuse.
- To keep monthly records using waste data systems and provide up to date reports as requested. Undertake necessary year end activities.
- Administer the Vehicle Restriction Policy on behalf of the Council

- To have a wider knowledge of waste policies and operational practices in order to provide a second stage of customer service for Waste Management. This includes answering queries and complaints the Customer Service Centre is unable to answer.
- To support the management of a wide range of waste project areas including trade waste account customers, recycling/ re-use credits, etc.
- Calculate appropriate re-charges for waste funds owed. For example, trade waste the Borough/ District Councils owe disposal charges for, income for electricals, charity shop rent, trade and commercial waste account customers invoicing.

Ensure where money is owed to Waste Management, it is requested and accurately invoiced.

Ensure the Lead Commissioner for Waste Operations is informed of any issues that require additional support.

Managing contracts and ensuring services are delivered to expected standard.

- Provide effective support to colleagues in Operations as necessary, such as processing financial records and providing management information to support budget forecasting.
- Assist with waste procurement by providing information to inform the successful specification of service for contracts. Sourcing and researching appropriate disposal, recycling outlets and working with suppliers to ensure best value, good service and compliance.

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

### Essential Criteria

Assessed By:

Be responsible for a range of finance-related operational/ contract work areas using WCC finance systems which includes: understanding of contract rates, checking and accounting for the accuracy of invoices, providing/ ensuring appropriate approval and authorisation, raising orders and the payment of invoices through a computerised orders and payments system.	A & I & D
Able to manage own project areas of work without supervision.	A & I
Effective communication/ people skills on the telephone and in writing. Experience of creating and maintaining effective practical and professional working relationships.	A & I
Computer literate; including use of e-mail, Word processing; ability to compose letters, ability to use service specific waste management databases and spreadsheets	A & I

Inputting of information on various databases, creating and completing spreadsheets accurately and within contract area timescales	A & I
Ability to organise and plan workloads to prescribed deadlines and meet competing priorities. Manage own project areas without supervision, setting own deadlines in line with service requirements	A & I
Ability to calmly deal with difficult people/ complainants whether by telephone, face to face, email/letter	A & I
Experience of providing updates and summary data reports in a clear understandable format.	A & I
Commitment to team working and effective working relationships. Supporting and covering other colleagues workloads where necessary.	A & I
Have an interest in waste minimisation and recycling	A & I
Ability to operate different IT systems	A & I
Willing to undertake any training relevant to the position, ability to learn quickly and be committed to your own development	A & I

### Desirable Criteria

Assessed By:

Preparing small tender documents	A & I
Have an understanding of Recycling and Waste management	A & I
Relevant work experience/ qualifications	A & I
Experience of managing accounts and cases from start to finish	A & I

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all

significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.	
<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	