

Hastings Borough Council

Job Description

Date: June 2017

Job Title

Waste & Street Scene Services Officer

Directorate

Operational Services

Grade

6

Reports to

Waste Services Manager

Location

Muriel Matters House

Purpose of the Job

From a local authority client side perspective, support the Waste Services Manager in managing contracts such as the waste and cleansing contract, and the public conveniences cleansing and maintenance contracts. Liaising with contractor management and monitoring contractor performance.

To secure a clean, tidy and safe environment for the residents, businesses and tourists of the town, through advice, assistance, education and enforcement where appropriate and necessary.

Ensure residents, businesses and tourists comply with their obligations under a wide range of environmental legislation.

Main Responsibilities

- Co-ordinate all aspects of waste management and street cleaning services, through our contractors to support an annual programme of events within the borough, ensuring that increased tourism/visitors do not have a detrimental impact upon the local environmental quality
- Manage and monitor the public convenience contract. Undertake inspections and make recommendations, improvements, actions and monitor repairs, projects and maintain the high standards of service to all customers of these facilities
- Undertake the monitoring of the council waste and recycling and cleansing service contractors taking proactive action where required in order to raise standards and ensure good levels of service
- Validate payments and raise default rectifications in relation to high cost waste and cleansing and public convenience contracts

- Monitor and carry out the inspection of contractors for compliance with health and safety legislation, and take a pro-active role in developing solutions to any health and safety concerns raised by our contractors, which are outside of their own contractual responsibilities
- Ensure effective and efficient stock control at Bulverhythe Depot and Carlisle Parade in relation to equipment necessary for both the waste and public convenience contract. Undertake annual stocktake for insurance and asset purposes
- Monitor current budgets and ensure that all services/products that require procurement provide best value. This involves raising purchase orders and goods received notices in a timely manner, and obtaining competitive quotes where appropriate in compliance with the Council's standing orders.
- Take remedial action in relation to repairs and renovations necessary to protect assets and ensure minimal disruption to service users
- Carry out specific project management of major renovation projects up to £200k
- Support the Waste Services Manager by managing and controlling the department's storage area at Bulverhythe Depot. Monitor contractors compliance with environmental, transport and health and safety legislation at Bulverhythe Depot.
- Review planning applications, making recommendations and comments in line with environmental legislation and standards in order to fulfil statutory consultation responsibilities and service delivery
- Assist in the review of strategies, policies and priorities for the team, identifying changes required to ensure legal compliance, technological changes and compliment local and national priorities
- Provide detailed technical advice and guidance to the team, businesses and residents on environmental and health and safety legislation, taking enforcement action as required
- Investigate enviro-crime offences such as fly tipping, trade waste issues etc and take enforcement action such as serving Notices, issuing Fixed Penalty Notices, and prosecutions when appropriate and necessary.
- Undertake regular meetings with contractors, officers, partners and other appropriate agencies to monitor progress of cases, service levels, local challenges
- Establish and maintain good working relationships with contractors, Members of the Council, the public and other professional agencies to ensure the provision of high quality and cost effective services
- Provide assistance with the training and motivation of staff within the Team and develop their professional and technical skills in order to maintain an effective workforce and the required level of Service and performance
- Provide support and cover for manager, officers and lead officers where appropriate and deputise as necessary, particularly as regards to attendance at multi-agency meetings and appointments.
- Participate in an annual performance appraisal based on agreed objectives that are linked to the Council's corporate objectives and priorities.
- Ensure that all duties and services provided are in accordance with the Council's Equalities and Diversity policies and procedures.

- To comply with individual responsibilities, in accordance with work role for health and safety in the workplace.
- Ensure that all duties and services provided are in accordance with the Council's Child and Vulnerable Adult Protection policies and procedures.
- All employees may be called upon to assist with a range of elections duties for the Council on an occasional basis when elections are called. Participation in elections duties is subject to the terms and conditions as determined from time to time by the Returning Officer or Central Government.
- Undertake such other duties and tasks appropriate to the grade and character of work such as changes in information systems and new technology as may reasonably be required. Therefore, the above list of key result areas in this job description should not be regarded as exclusive or exhaustive.

The key result areas to this post are set out in this job description. It should be noted that the Council reserves the right to update the job description from time to time to reflect changes in or to the post after consultation about any proposed changes. Significant permanent changes in duties and responsibilities will require revisions to be made to this job description.



Person Specification

Job Title

Waste and Street Scene Officer

Directorate

Operational Services

Essential Requirements

Qualification

1. Educated to GSCE level or equivalent

Experience

2. Contract monitoring experience within a local government environment.
3. Experience of multi-agency and cross departmental working
4. Experience in an enforcement role, understanding the collection of evidence and requirements for successful enforcement of legislation
5. Experience of dealing with the public and potentially difficult members of the public and complainants both in person and on the telephone and of effectively diffusing hostile situations.
6. Experience of monitoring a contract

Knowledge

7. Knowledge of contract monitoring/management
8. Knowledge of enforcement procedures
9. Knowledge of Microsoft office package

Personal Aptitude and Skills

10. Ability to carry out full & proper investigations into breaches of legislation & to report findings with suitable recommendations.
11. Good written and verbal communication and the ability to influence and negotiate to resolve problems.
12. Ability to work in difficult, potentially confrontational situations confidently.
13. Good IT skills and the ability to use Microsoft Word, Excel and database packages.
14. Accurate record keeping and analytical skills
15. Ability to prepare and compile reports and evidence files
16. Ability to interpret regulations and apply them fairly and equitably.
17. Ability to quickly assess situations and remain calm and firm.
18. Good report writing skills.

Behavioural Approach

19. Self Motivated.
20. Confident
21. Polite, tactful & diplomatic.
22. Able to work effectively as part of a team and on own initiative

Circumstances

23. From time to time it will be necessary to work at weekends and bank holidays and early evenings, primarily to monitor contractor performance.

Further behavioural information can be found in our Staff Competency Framework which is included in this pack. Interviews will include competence based questions and our managers are appraised against the framework as part of our performance management process.

Circumstances

24. Ability to travel throughout the Borough carrying out daily field work and visits at short notice. Able to attend evening and weekend meeting if required.

The above qualities will be assessed in the first instance on the application form and again at the interview stage if selected.

Desirable Requirements

Qualification

25. HNC in waste management/WAMITAB or equivalent
26. Membership of the Chartered Institute of Waste Management
27. Experience of waste management
28. Experience of enforcement of environmental legislation.
29. Experience of issuing Fixed Penalty Notices
- 30.

Knowledge

31. Knowledge of Police and Criminal Evidence Act and Criminal Procedure and Investigation Act.
32. Good working knowledge of current waste environmental protection and Envirocrime legislation and the impact of proposed legislation.
33. Good working knowledge of relevant health & safety legislation, & appropriate good working practices.
34. Good working knowledge of schedule of rates, bills of quantities, contract law, and specification writing.