

JOB DESCRIPTION

POST TITLE:	Recycling Officer
POST NUMBER:	SS33
GRADE:	E
RESPONSIBLE TO:	Group Manager
LIAISON WITH:	Street Scene Services staff, Council officers and members, members of the public, Devon County Council, other local authorities, business associates, voluntary groups, agencies and contractors

KEY CORPORATE ACCOUNTABILITIES:

To be responsible for and support the delivery of the Recycling functions of Street Scene Services and Mid Devon District Council in accordance with legislation.

To provide specialised support and present a professional and consistent corporate image of Mid Devon District Council.

KEY SERVICE ACCOUNTABILITIES:

1. To act as a specialised point of contact for members of the public, customers, businesses and stakeholders, aiming to resolve the majority of enquiries at first point of contact. This includes dealing with customers who visit Phoenix House or contact by telephone, in writing, e-mail, internally, externally or online.
2. To maintain specific knowledge and detail regarding Recycling and Street Scene Services and relevant legislation and to assist other staff with queries.
3. To assist in promoting and implementing the Council's Waste Strategy.
4. To manage the promotion of waste minimisation and recycling through educating residents and businesses to manage its household rubbish in an environmentally-responsible manner and providing advice on waste issues.
5. To lead on enhancing and implementing the Street Scene Service Communication Plan working with the Communications Team and other relevant agencies.
6. To work with colleagues in the development of promotional materials and to participate in activities, campaigns and events to increase awareness of waste minimisation and recycling.
7. Respond to requests from the press and social media for comments and supporting information and to act as a media spokesperson for the service, if required.
8. Provide content management and support for service webpages
9. To support and promote national initiatives and explore opportunities to initiate and drive local/seasonal campaigns to increase recycling targets and write the delivery plan.
10. To explore funding opportunities to support national and local waste, recycling and

environmental campaigns.

11. To liaise with Recycling Education Officers to ensure a common approach to delivering initiatives and outcomes of campaigns/initiatives.
12. To carry out site visits on or your own or with collection crews to investigate problem areas and/or customers, to raise awareness, educate and ensure that any complaints are dealt with appropriately.
13. To monitor householder participation and contamination rates and identify properties that require targeted waste minimisation and recycling advice.
14. To act as an ambassador for the recycling service, visiting schools, shows etc.
15. To maintain a level of competence in the use of new technology and programs and to help develop new systems as required.
16. To work with other services such as Customer First and ICT to provide smooth functioning of administration and support services.
17. To effectively communicate both verbally and in writing with senior management, external agencies and members of the public.
18. To undertake projects and provide project support as and when required including producing project reports and other documentation.
19. To maintain databases, spreadsheets and filing systems (electronic and paper). To provide accurate reports including statistical information and analyse data as required.
20. To provide cover within the Business Support team during times of annual leave and sickness.
21. To monitor skip movements, ensuring requests are logged and recharged accordingly.
22. To be responsible for monitoring, recording, updating and invoicing for material movements in line with service requirements, Devon County Council and the correct recycling credit procedure.
23. To develop and deliver initiatives to the residents of the district, schools and social housing providers and deliver presentations to engage with community groups to educate on correct waste disposal and recycling, reduce contamination entering the waste stream, increase recycling targets and other education initiatives to support the service as a whole and raise awareness of the service provision, which may involve some evening and weekend working.
24. To help solve problems being experienced with Street Scene services and procedures, assessing the reasons together with the urgency and escalating to a relevant officer or manager as necessary.
25. To undertake duties within your competencies in other departments and/or at other locations in the event of an incident occurring that disrupts the Council's ability to deliver its critical functions.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties however should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a Health and Safety Policy which outlines its responsibilities as an employer and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risks to their line manager.

DATA PROTECTION:

It is the responsibility of the post holder to ensure that the section's requirements for compliance with Data Protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

REQUIRED COMPETENCY LEVEL

COMPETENCY	LEVEL REQUIRED
Communication	3
Leading and Developing	2
Service Delivery	2
Working with Others	2

For further information, please refer to the information attached to the recruitment pack on core competencies.

PERSON SPECIFICATION

Recycling Officer

CATEGORY	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • Good standard of literacy and numeracy. • General office experience. • Experience of working in a recycling environment. • Delivered presentations to a variety of audiences. • Positive engagement and campaign development and implementation with members of the public, parish clerks and Council members. • Experience of working in a customer service based environment, dealing with customers in a confident manner. 	<ul style="list-style-type: none"> • Experience in Environmental Services technical support.
Knowledge and Expertise:	<ul style="list-style-type: none"> • IT literacy. • Microsoft Office (Word, Excel, PowerPoint, Access) • Knowledge of environmental enforcement legislation. • Knowledge of waste and recycling industry. 	<ul style="list-style-type: none"> • Experience using: eProcurement system • Knowledge of relevant legislation.
Skills:	<ul style="list-style-type: none"> • Organisational skills. • Ability to plan and prioritise workload. • Verbal and written communication skills. • Excellent engagement/communication skills to verbally deliver presentations to a variety of audiences. • High work standards. • Strong customer service skills 	<ul style="list-style-type: none"> • Project management skills. • Using financial management and/or ordering systems.
Personal Attributes:	<ul style="list-style-type: none"> • Capable of working on own initiative. • Creative and innovative. • Flexible and adaptable approach to work. • Team player. • Reliable. 	<ul style="list-style-type: none"> • Willingness to acquire additional skills and knowledge.
Special Requirements:	<ul style="list-style-type: none"> • Clean current full driving licence. 	<ul style="list-style-type: none"> • None

Date: July 2019