

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS09-2678	Grade I
-------------------	-------------------------------	----------------------------	------------------	----------------

Job purpose: Provide specialist support and to enable the development of a range of service specific initiatives (projects/workstreams/service improvements/service review etc) to enable the successful delivery of improved services.

Grade I posts are higher in 'Decisions' with the requirement for decisions on less well established situations where only general guidelines are available to support the decision making process. This level of post will require postholders to be working towards a professional qualification in a relevant field.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	HNC or NVQ level 4 or equivalent experience/skills. May be part qualified of a higher level relevant professional qualification Licence / certificate / qualification required for the role. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Experience in showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Good organisational skills and the ability to prioritise workloads and achieve deadlines. Budget monitoring/ financial processing at an appropriate level for the role. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate.
Creativity and Innovation	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Research and analysis of information to highlight and prioritise issues for further investigation, recommending solutions. Work on own initiative to manage own activities and contribute to longer term activities / plans. Research and resolve problems, provide advice and guidance on processes and procedures. Participate in the research and development of systems, policies, procedures and / or standards within specialist area. Devise, create, maintain and manipulate data management systems. Analyse standard data and provide reports to customers, team members and managers with recommendations. Carry out research for projects from a range of sources as directed by the line manager or other team members.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required. Liaise with and/or advise senior members of staff regarding service issues, problems and processes.

Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions where advice is not readily available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Highlight and escalate issues and potential risks, provide advice and make recommendations based on specialist knowledge of specific area. To identify and develop key service communications including responsibility for maintaining service information tools ensuring information is accurate and updated.</p> <p>Devise, create, maintain and manipulate data management systems.</p> <p>Analyse standard data and provide reports to customers, team members and managers with recommendations which provide appropriate solutions.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based but may involve some travelling to other council buildings.
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Waste Project Officer	
Role profile family:	Organisational Support	
Role profile number and grade:	OS09-2678	Grade I
Number of posts:	2	
Service/Team:	Waste Strategy and Projects	
Reports to:	Waste Strategy and Projects Delivery Lead	

Job Family overview

Organisational support job family overview:

Delivery of services to support the council and its partners in longer term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the council and its partners to ensure effective management and proper compliance.
- Advice and services rendered will generally be accepted as authoritative and recommended practice.
- Specialist area and/or management knowledge.
- Understanding area concepts and plans.
- Defining implications of external influences and trends.
- Shaping of Council responses including service plans/strategies & policies.
- Definition & management of strategic planning processes.
- Monitoring and reporting of performance.

Service / function Context

The overall responsibilities of the service/function are:

Environment Directorate:

Environment Directorate is responsible for delivering the Councils Waste Services, Public Protection, Natural and Historic Environment and Climate Change priorities, all of which will contribute to the delivery of required outputs from the Environment Act 2021, and wider Environment-focused objectives.

Waste Services:

We provide one of the country's largest waste and recycling collection services delivering regular collections that enable residents to recycle significant quantities of waste. The service is highly visible to residents and is regularly cited as the main service delivered for council tax paid.

The collection of waste and recycling from households is one of the highest profile public services provided by the council and a key challenge will be to ensure the high levels of public satisfaction and service continuity service whilst the service itself is transformed to meet new legislative requirements. The reputation of the council is affected by the effectiveness of this and other associated waste services.

In addition to the provision of statutory waste and recycling collections, the Waste Service is responsible for procuring and delivering suitable waste management, treatment and disposal functions for Wiltshire Council, including: sorting of recyclable materials, waste transfer, landfill diversion arrangements, provision of a countywide network of household recycling centres, as well as delivery of the council's waste prevention and minimisation programme. It also has responsibility for delivering the council's Household Waste Management Strategy, fulfilling the service's statutory data reporting requirements, and ensuring service compliance with relevant legislation, council policy and contract specifications. The annual revenue service budget currently stands at around £44m (2023/24), arising from an annual spend of £54m typically offset by £10m in income.

Of the 7 key waste contracts currently in place, five are due to terminate in July 2026. These have a current annual contract value of £26m. The council has developed a Waste Services Delivery Plan to procure the most appropriate arrangements to secure provision of future services, whilst taking the opportunity to comply with new legislative requirements (eg Environment Act 2021) and maximise new funding opportunities under EA21, and Extended Producer Compliance Schemes in particular.

Job Purpose

Working closely with the Waste Strategy and Projects Delivery Lead you will be responsible for providing a wide range of project support to develop and deliver a wide range of projects and service development initiatives.

You will provide essential technical project support to the Waste Transformation Programme as directed, informed by a good knowledge of the waste services and contribute to the research and development of Medium-Term Financial Strategy savings initiatives on behalf of the wider waste service.

Specific duties and responsibilities include:

- Undertake research and interpret complex data to directly support the annual review of the council's Household Waste Management Strategy, co-ordinating the contributions of others in the development and production of key strategy update documents.
- Provide essential project support to the Waste Managers and Waste & Recycling Engagement Officer to ensure delivery of the Action Plan priorities identified in each annual refresh of the Household Waste management Strategy document.
- Support the Waste Strategy and Projects Delivery Lead in the development of key policy documents, including a review of the Supplementary Planning Document relating to waste containment for new housing developments, and a New Builds Protocol to apply to the implementation of statutory waste collection services for new housing developments.
- Working with the Waste and Environment Engagement Officer and the Communications Business Partner, support a wide variety of promotional activity to deliver the waste Service Communications Plan.
- Forging links and engage with stakeholders including, contractors, general public, business and other parts of the council in the delivery of projects. Leading customer and stakeholder engagement as well as managing key relationships at all levels.
- Leading specific projects within programmes or workstreams, using agreed best-practice project and programme management methodology. Working closely and collaboratively with delivery partners, including organising and hosting regular meetings, defining project targets, deadlines/milestones, requesting progress report data, managing and monitoring benefits, inter-dependencies, risks, actions and milestones, timelines, project budgets, and stakeholder communications and engagement to support the successful delivery of their projects within determined time, cost and quality constraints.

- Provide specialist technical waste information in relation to projects you are working on to a range of stakeholders, including council members, senior officers and the general public and make evidence-based recommendations for change.
- Helping to develop a structured programme of training for teams, in line with identified and agreed projects and priorities, and working closely with other managers in the service to deliver programmes of training in a variety of ways, including online and in-person methods.
- Coordinating and delivering the testing of redesigned services and conducting post-implementation reviews.
- Assisting with finance updates and help in production progress reports to update the Waste Transformation Programme Board and Delivery Group, and at other meetings as a representative of the waste project team.
- Work with the Waste and Recycling Engagement Officer to help co-ordinate and assist in the running public events to raise awareness of waste issues and deliver service improvements.
- Working with Internal comms, identify press and PR opportunities, producing copy (i.e., written reports and photographs) for and editing press releases, LPS website and social media accounts.
- Help manage and maintain the waste management databases and access data to support information generation for projects under your work profile.
- Ensuring that all work complies with Wiltshire Council's volunteer policies and procedures, Health & Safety & other relevant legislation.
- Provide technical and project support to other service priority activities as required or directed.

Specific requirements for this post:

- Some weekend and evening working, particularly in respect of supporting service recovery during Business Continuity events, occasional attendance at Area Board meetings and supporting promotional activities.
- PPE when visiting waste sites with noisy or dusty environments.

Person Specification

Specific qualifications, knowledge, and skills required for this role

Essential

- HNC or NVQ level 4 qualification in Business Administration/Project Management or Waste Management related subject or equivalent experience/skills; and ITQ 2 or equivalent skill and ability.
 - Working towards relevant professional qualification such as CIWM Diploma in Waste Management.
 - Knowledge of waste legislation and experience of working in waste management.
 - Proven Project Management skills - ability to ensure projects outcomes are achieved and relevant monitoring of project progress and outcomes is undertaken, including completing quarterly progress reports.
 - Experience and knowledge of working with a range of IT applications including all Microsoft applications and other bespoke systems, particularly for handling and interpreting data and producing qualitative and quantitative data to demonstrate performance.
 - Experience of monitoring funds within delegated budgets including expenditure, monitoring and reporting.
- Experience of undertaking research and writing reports, making recommendations to senior

officers.

- Excellent written and verbal communication skills, with the ability to compose clear and concise reports to a range of audiences.
- Proven experience of working in partnership with others and working as part of a multi-disciplinary teams to achieve desired outputs and outcomes, supervising and organising a wide range of tasks/activities across a range of different subject areas.
- Proven experience of liaising and working closely with a range of stakeholders, forming good working relationships.
- Experience of community engagement and consultation process with ability to engage and interact with local community and interest groups as well as a wide range of members, staff, volunteers, visitors, educational groups and other stakeholders.
- Ability to keep accurate records and experience of data collection.
- A pro-active approach to driving forward ideas, initiatives and projects designed to improve project delivery.
- Ability to determine priorities, manage time and ensure deadlines are met.
- Practical and flexible attitude, with an ability to work both in a team or on own initiative.
- Knowledge and understanding of health and safety regulations, experience of conducting risk assessments and the application of Health and Safety in the workplace.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs

As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council

☐

This role does not have any professional or occupational membership requirements

☒

Clearances – Disclosure & Barring Service (DBS)

This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.

☐

This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an **Enhanced** DBS check before appointment can be confirmed.

☐

This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a **Standard** DBS check

☐

The role requires a **Basic** DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.

☐

This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.

☒

Clearances – Baseline Personnel Security Standard (BPSS)

This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check

☐

This role is not subject to a BPSS check

☒

Clearances – Non-Police Personnel Vetting (NPPV)

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 2***. (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').

☐

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 3***(*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).

☐

This role is not subject to a NPPV check.

☒

Safeguarding

For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>