

## ROLE PROFILE

<b>Job family</b>	<b>Regulation &amp; Technical</b>	<b>Role profile number</b>	<b>RT09-1628</b>	<b>Grade I</b>
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**Job purpose:** Monitoring and enforcement of prescribed regulatory areas, which will include but not limited to, recommendations regarding infringement, resolution advice, event-based activities. Provision of services of a technical, vocational or specialist operational nature to internal and external customers. To provide legal / regulatory /statutory monitoring and enforcement support within a specific work area.

Grade I posts are higher in 'Creativity & Innovation' and '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.

<b>Factor</b>	<b>Relevant Job Information</b>
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. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. License / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on-the-job which demonstrates ability to undertake and develop within the role. An advanced understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Experience in the research, analyse and presentation of information. Experience in the use of specialist equipment / systems / techniques relevant to the role good communication and interpersonal skills, able to explain technical / legal issues in a straightforward manner. Ability to produce technical reports and drawing conclusions from the data to inform decision making. Good knowledge of other areas of the authority relevant to the service Good organisational skills and the ability to prioritise workloads and achieve deadlines
Creativity and Innovation	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Represent the council at inquiries / court etc to present evidence. Take appropriate action to ensure / support enforcement of / compliance with regulations Undertake the full range of registration duties, conducting legal and civil proceedings as required. Issue licenses / registrations or other Authorisations. Ensure compliance with safe practice and the legal use/operation of specialist equipment. Support the development and delivery of team plans. Identify method of analysis to use and action to be taken within a defined area of responsibility. Recommend options, primarily through reference to precedent, supported by original thinking, within guidelines and procedures.
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.

Factor	Relevant Job Information
	<p>Contacts will include: Colleagues, senior managers, partners, customers, members of the public, and stakeholders.</p> <p>Liaise with external agencies to exchange information. Communicate changes in policy and working practice to contacts.</p> <p>May involve contact with solicitors / court officials</p>
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>Ensure completion of tasks within required standards and timescales.</p> <p>Investigate compliance / legal issues within area of responsibility. Determine the data and tools. /Techniques required as appropriate to the area of responsibility.</p> <p>Plan and carry out tests / inspections / surveys /assessments / evaluations / audits. Identify issues, resolve straightforward ones, and escalate more complex ones, as necessary.</p> <p>Collate, process and analyse information / evidence using the appropriate systems. Ensure all records / information / evidence are managed correctly.</p> <p>Assess situations/ information / cases. Develop and recommend solutions which ensure compliance with appropriate regulations / legislation. Assess and mitigate any risks associated with the recommendations made.</p> <p>Research and evaluate current issues, developments, good practice and legislative changes in work area.</p> <p>Prepare and distribute reports /recommendations / responses / results / other information / documentation as required.</p> <p>Respond to and investigate enquiries / complaints.</p> <p>Represent specialist area internally and / or externally to put Council view and respond to enquiries. Liaise with other organisations / stakeholders to share information.</p> <p>Support the preparation of tenders and contracts.</p> <p>Support the award and monitoring of grants by the council.</p> <p>Assist with the preparation and submission of bids for short- and long-term funding</p> <p>Ensure all financial transactions are processed and reconciled correctly.</p> <p>Plan and undertake external visits to support service delivery.</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	<p>Work may require some physical effort.</p> <p>Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p><a href="#">Our Identity</a> 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 <a href="#">Our Identity</a> 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 <a href="#">the whistleblowing policy</a> .
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

<b>Role description:</b>	Waste Officer	
<b>Role profile family:</b>	Regulation & Technical	
<b>Role profile number and grade:</b>	RT09-1628	Grade I
<b>Number of posts:</b>	1	
<b>Service/Team:</b>	Waste Management	
<b>Reports to:</b>	Waste Management Technical Team Leader	

### Job Family overview

#### Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

### Service / function Context

The overall responsibilities of the service/function are:

The Waste Service is responsible for procuring and delivering statutory waste collection, recycling, treatment and disposal functions for Wiltshire Council, including: waste disposal and landfill diversion arrangements (e.g. Household Waste Management Contracts, Lakeside Energy from Waste and the Mechanical Biological Treatment facility contracts), provision of household recycling centres and kerbside collection and recycling services, as well as delivery of the council's waste prevention and minimisation programme. It also has responsibility for delivering the council's Waste Strategy, fulfilling the service's statutory data reporting requirements, and ensuring service compliance with relevant legislation, council policy and contract specifications. The total annual service budget currently stands at around £35m.

The majority of waste services are now delivered under formal contract arrangements and therefore a core activity of the service is to act as an Intelligent Client unit which closely monitors and manages all aspects of the performance associated with the provision of these services and contracts, and

also maintain the interface between these frontline service providers, members of the public and a wide range of other stakeholders, varying the service delivery arrangements and requirements as necessary to ensure that the services continue to deliver the desired outcomes and corporate objectives of the council

Every household in Wiltshire directly receives services provided by this team, and the high profile nature of the services provided have the potential to pose significant reputational and financial risks to the authority when problems occur. In addition to these reputational risks, significant penalties can also be incurred if the services are found to be in breach of established environmental or health and safety compliance standards.

The five contracts which commenced on 30 July 2018 cover a minimum eight year duration and have a total annual value in excess of £20 million. In addition, the 25 year landfill diversion contracts also have a combined annual value of £13.5 million.

## Job Purpose

Specific duties and responsibilities include:

- The Waste Officer post holders undertake key data management, budget monitoring and forecasting (recording, interpreting and reporting) activities, together with providing essential capacity in providing continuing senior technical support to ensure the timely and robust management of service contracts. The Waste Officers also lead work streams in direct support of business-critical service development projects, as directed by their manager or other senior project leads.
- A primary feature of the work of all the post holders, is the accurate forecasting supported by the technically informed interpretation and critical analyses of data, allowing for seasonal and service-led trends in tonnage and other key service and contract performance data.
- For key elements of service reporting, taking responsibility for regularly collating, challenging and forecasting tonnage data in order to build an accurate picture of the year end out turn, informed by a clear awareness of the seasonal variations and many other external factors that influence our waste arisings, such as changes in legislation and service developments.
- Critically assess tonnage data reporting in order to inform monthly budget monitoring, thereby helping improve the accuracy of service budget forecasting and assessing potential impacts of service changes or new legislation through scenario modelling.
- Maintaining the quality of data used to underpin business decisions and performance reporting, identifying anomalies in data and working with stakeholders to resolve the causes.
- Responding to ad hoc requests for tonnage and performance data, involving the research, collation, analysis and reporting of data as required, including Freedom of Information, and Environmental Information request ensuring that completion deadlines are met and that senior managers are briefed prior to public release.
- Taking responsibility for allocated data recording, auditing and reporting tasks, updating elements of service content on the council's website and public facing reporting of performance measures.
- Provide essential capacity for making complex statutory returns (Waste Dataflow) and reporting performance against key indicators in order to meet strict deadlines and to ensure accurate data reporting underpinning corporate and service led decisions.
- The Waste Officers will closely monitor performance of key contracts to assess compliance against service specifications and to ensure they are provided in accordance with council policy, legislative requirements, corporate objectives and service plans. The post holders will

provide technical client support in managing a range of service contracts and engage directly with the service providers, fully adopting the principles of working as an Intelligent Client group.

- The post holders will lead and direct allocated resource in the context of achieving agreed work objectives and delivering service improvements, for example contract transition activities and service savings projects. The post holders will take lead responsibility for key work activities and adopt the role of service lead for identified work streams.
- The post holders will regularly work closely with senior officers and the Heads of Service, as well as maintaining a close working relationship with the senior representatives of the service providers and other key stakeholders.
- The post holders will regularly represent the council at meetings with senior service provider personnel, and stakeholders including local parish councils, according to their deployment and allocated area of responsibility. This would include attending facility-specific provider Liaison Committee meetings.
- Act as lead officer for allocated community area boards, developing relationships with Community Engagement Managers to promote delivery of the council's waste strategy through working with communities, and responding to service issues reported through the Area Boards.
- The roles are integral to the team client function in monitoring and managing £multi-million service contracts, ensuring that key aims and objectives are being met and that best value is being achieved at all times,
- Responsible for critical "contract administration" tasks including the assessment of the provider's monthly finance and service performance reports, also using client data systems to cross reference. The Waste officers ensure that complex performance frameworks are properly applied when validating the providers' self-assessment reports on the 15th of each month.
- Attend monthly contract management meetings with the Provider.
- High level of numeracy and ICT skills required in order to produce statistical analysis of performance data, responding to the requirements of the senior management team and sharing data with the wider team and elected members.
- Ensure contract payments are processed and ready for senior manager approval within SAP.
- Lead on the regular assessment, review and reporting of service level risk, including maintaining the service Risk Register.
- Maintaining a working knowledge of the council's data reporting systems, identifying opportunities to develop new recording systems that reflect changes in service needs, or improving existing processes.
- Maintaining a good working knowledge of; waste legislation and relevant guidance; waste service provision; contract specifications, payments and performance mechanisms and identifying and communicating potential impacts on services and the associated data management activities.
- Maintaining a good working knowledge of the council's current and future waste service provision, including those services provided by external contractors.
- Maintaining a sound working knowledge of the contract specifications and payment and performance management mechanisms, keeping pace with all charges arising from contract variations, ranging from the subtle to the significant.
- Closely monitoring performance of key contracts to assess compliance against service specifications and to ensure contracts are provided in accordance with council policy,

legislative requirements, corporate objectives and service plans.

- Maintain a sound working knowledge of procurement requirements in order to ensure ongoing compliance in respect of spend and commitments outside of the main contracts. Regularly attend and participate in monthly service providers meetings, justifying the application of performance points and penalties when contested. Recommending appropriate action to be taken against the contractor when performance levels drop below agreed standards, including the issuing of default notices resulting in liquidated damages being sought from the contractor.
- Checking, negotiating, agreeing and passing for payment monthly invoices from the contractor.
- Calculating and agreeing with the contractor the annual uplift of the contract price.
- Providing technical advice to senior and principal officers and managers in order to ensure continuing compliance with environmental and health and safety requirements and obligations.
- Contributing to the audit and assessment of existing and future waste and recycling collection services to ensure compliance with Wiltshire Council's obligations under the **Waste** (England and Wales) **Regulations** 2011.
- Deputising for Senior officers as required at internal and external meetings with a wide range of stakeholders, including our service providers.
- Acting as SAP Buyer and Requisitioner for the service as required.
- Managing the regular auditing of contractors' service assets e.g., regular maintenance of wheeled bin and recycling box stocks (for replacements and 'new builds').
- Leading (researching and implementing) work streams supporting service development projects as required.
- Supervising the outputs of allocated resources as required in the context of projects or workstreams they lead.
- Advising and assisting residents with waste and recycling issues, dealing with escalated phone enquiries, emails and written correspondence, including complaints that require more senior technical input than the Waste Support, or Waste Technical, Officer can provide.
- Provide support to the Waste Technical Officers and Waste Support Officers in the interpretation of the service contract specifications, legislative requirements and implementation of council policy.

Specific requirements for this post:

- Appropriate Personal and Protection Equipment (PPE) to be worn when visiting depots and waste sites.
- Occasional weekend or evening working in direct support of waste service promotional campaigns or in support of the Area Boards or attending Provider facility liaison committee meetings.



**Person Specification**

Specific qualifications, knowledge, and skills required for this role:

**Essential**

- HNC in mathematics, economics or an Environmental subject combined or equivalent experience.
- Able to demonstrate excellent ICT skills, and with a particular focus on creating and manipulating spreadsheets and extracting relevant data for reporting purposes.
- High level of relevant and practical experience and demonstrable ability to identify and critically analyse complex issues informed by data, producing technical reports and presenting them in an understandable form to a wide range of audiences.
- Excellent numeracy and analytical skills to allow statistical returns and financial information to be appropriately challenged.
- A high standard of literacy, to ensure all written communications meet the appropriate standards, and to ensure any unsatisfactory responses or public-facing communications are challenged and addressed.
- Proven ability to amend communication style to suit the intended audience, championing the use of “plain English” wherever possible particularly where the source data is highly technical or complex.
- Knowledge of relevant existing and emerging environmental legislation.
- Have working knowledge or experience of the procurement of services and large-scale contracts.
- Ability to work under pressure to meet deadlines and quality standards.
- High level of relevant and practical experience of producing and interpreting complex data sets, and creation and use of spreadsheets to produce forecasts and trends.
- High level of relevant and practical experience of performance monitoring, auditing and forecasting.
- High level of relevant and practical experience of undertaking projects or leading work streams in support of a wider project.
- Demonstrable ability to form and maintain effective working relationships with a range of individuals and groups, including senior service provider personnel.
- Able to demonstrate ability to communicate effectively with the public and officers at all levels.
- Working knowledge and awareness of the waste hierarchy.
- Working knowledge and awareness of relevant recycling and waste policies, and expertise in all services provided.
- Demonstrable experience of working in a technical waste management / environmental services environment, including confident use of legislation.
- Demonstrable experience of working in a service provision environment, including dealing with a range of stakeholders and service providers.
- Demonstrable experience of managing difficult situations.
- Able to plan and prioritise own workload, with ability to work on own initiative.
- A flexible approach to changing workload and priorities whilst ensuring deadlines and competing priorities are met.



## Desirable

- Hold a degree in economics, statistics or applied mathematics.
- Hold a degree in an environmental discipline.
- Membership of Chartered Institute of Waste Management.

## Career graded posts

This post does not form part of a career grade.

## Supporting information

<b>Driving classification</b>	
<p><b>Occasional driver</b> 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.</p>	<input type="checkbox"/>
<p><b>Regular Driver</b> Must hold a valid UK driving licence (with no more than 6 penalty points) 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 a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p><b>Required Driver</b> Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

<b>Driving trigger points</b>			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
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
<p>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.</p>			
<p>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.</p>			

<b>Political restriction</b>	
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 an MEP, as a member of the Scottish or Welsh Parliaments, or be 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"/>

<b>Professional fees and related occupational costs</b>	
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	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

<b>Clearances – Disclosure &amp; Barring Service (DBS)</b>	
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.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

<b>Clearances – Baseline Personnel Security Standard (BPSS)</b>	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

<b>Clearances – Non-Police Personnel Vetting (NPPV)</b>	
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 <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).	<input type="checkbox"/>

<p>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 <b>level 3</b>(*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).</p>	<input type="checkbox"/>
<p>This role is not subject to a NPPV check</p>	<input checked="" type="checkbox"/>

<b>Safeguarding</b>	
<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input checked="" type="checkbox"/>