

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Waste Performance Officer

Waste Management, Place and Economy Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

To manage a portfolio of waste contracts, performance management systems and service level agreements to ensure the delivery of West Northants Council's statutory functions, which include the treatment and disposal of residual waste, provision of household waste recycling centre services and the management of closed landfill sites. These are high risk, demand led services which interface with members of the public. The waste contracts fall into three broad operational areas, which is managed by the Waste Performance Officer post (WPO):

- The household waste recycling centres and any associated contracts;
- The treatment and disposal of residual waste and their associated contracts
- The management of the Council's historic and closed landfill sites, and their associated contracts.

To manage and control spending in order to achieve a balanced budget: the waste management – disposal area service budget is in excess of £13m.

To ensure the requirements of all waste contracts are met, and any under-performance is addressed and resolved.

## **Accountable to:**

This role is accountable to the Waste Operations and Services Manager. The role will support Waste Management Services across both Waste Treatment and Disposal and Waste Collection areas sits with Waste Management, part of the Place and Economy Directorate in West Northamptonshire Council.

The role currently has no line management responsibilities, however the it is expected that support is given in managing the Waste Contract Officer and Waste Contracts and Technical Officer, who assist in observing and monitoring waste contracts operations on a day to day basis.

## **Responsibilities:**

1. To manage waste contracts, including: the related activities; the risks and liabilities; and associated costs, ensuring contractual, legal, environmental and H&S compliance and a high quality and cost-effective service is provided to the residents of West Northamptonshire. The WPO must take a strategic view across the contracts, being mindful of the interactions between contracts.
2. Negotiate with the contractor to resolve contractual and operational issues related to the contracts, ensuring a continuous service for waste collection hub partners, and residents of West Northamptonshire. These issues arise if there is a deviation from the performance required by the contractor(s) (as measured against complex performance management documents); or if there are unforeseen circumstances which may arise out of an emergency situation.
3. To manage the budgets associated with the contracts to ensure that resources are used in the most efficient and effective manner. To proactively identify areas where savings can be achieved and implement robust systems to ensure the service operates within budgetary constraints. Developing innovative methods with the contractor to improve service efficiency in relation to procedures, processes and policy changes. To seek and develop ways to create new income streams.
4. To influence how a contractor delivers the service in a financially challenging environment whilst balancing the conflicting objectives of implementing best operational practices at the sites, including measures which will enhance the overall environmental performance (e.g. increasing recycling and composting rates, or decreasing discharges), and improve service delivery. Proactively research and investigate new opportunities to ensure service improvement and reduce costs.

5. To identify, mitigate and manage the risks associated with the contracts, which are significant and include, financial risks, health and safety risks associated with the provision of services direct to the public and environmental risks presented by closed landfill sites.
6. To lead the development of robust systems for the analysis, monitoring, review and audit of the contractual services provided including both site inspections and office based systems to measure and record the quality of the service against contractual specifications. To review and act upon evidence collected by the Waste Contract Officers to determine the award of contractual penalties / performance bonuses, demonstrate compliance with legislation, planning and permitting conditions and discharge consents.
7. To manage customer enquiries and complaints to ensure the provision of good customer service is maintained across the service and that this is undertaken within the corporate standards and timescales.
8. To represent the Waste Management Team and West Northants Council as necessary (in person or by written information) at a wide variety of internal and external forums which may involve local and national stakeholder or partnership forums, statutory partners, regulatory bodies, elected members and colleagues.
9. To lead and / or support the procurement of new waste management contracts, for example, by providing technical advice and recommendations based on operational expertise during the development of specifications, or by the evaluation of tenders. Where appropriate to their work area to ensure the Contract Register is up to date. To support the forward planning of the service by giving technical feedback on current arrangements and recommendations related to future service delivery.
10. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to work accurately to tight deadlines. For example, ability to respond to an incident which requires immediate resolution.	Essential	A, I, D
Ability to work flexibly. For example, ability to respond to ad-hoc requests or to manage changing and sometimes conflicting priorities.	Essential	A, I, D
Ability to work in and give direction to staff within a team environment. For example to support other members of the team or to draw on knowledge and experience of other team members.	Essential	A, I
Effective interpersonal and communication skills. For example, ability to communicate clearly in writing and verbally / in person	Essential	A, I
Ability to develop positive relationships and negotiate with stakeholders. For example, ability to develop a professional relationship with the contractor(s) and officers, respecting their perspective, but representing the Council position.	Essential	A, I
Ability to analyse and interpret data and information. For example, review of tonnage data or results of effluent analysis in order to identify necessary action or risks.	Essential	A, I
Good Customer Care Skills. For example, ability to speak with a member of the public who has a complaint about the service.	Essential	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential	A, I
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
Substantial understanding of Waste Management Practices to include; Good understanding of techniques to manage municipal waste and associated environmental risks and issues	Essential	A, I, D
Understanding of Legislative Framework for Waste Management to include; Good understanding of local authorities' responsibilities and ability to input into wider projects and service delivery	Essential	A, I,
Understanding of procurement and tender evaluation processes to include; Sound knowledge and understanding of how to procure goods and services via a formal tender process.	Desirable	A, I
Understanding of Historic Landfill and Contaminated Land management to include; Good understanding of risk management techniques and assessments and local authority responsibilities. Ability to analyse, interpret and review technical data.	Essential	A, I
Understanding of the Health and Safety risks and issues relating to the Waste Industry and relevant safe systems of work to include; Good understanding of Health and Safety legislation best practice, along with managing and implementing an H&S audit monitoring regime.	Essential	A, I

<b>Relevant experience:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Experience of the Waste Industry. Preference would be working in a waste management team for another local authority, but employment within the waste management industry is also relevant	Essential	A, I, D
Experience of Managing Contracts including understanding governance and procurement processes. Preference would be managing waste contracts but demonstrating effective contract management in another area of work would also be relevant.	Essential	A, I
Experience of Health and Safety in an operational environment. Preference would be an understanding and experience of H&S in the waste industry, but an awareness of H&S in other operational environments would also be relevant.	Essential	A, I
Experience of identifying and managing risk. Demonstrate proven ability to produce risk registers, ensure mitigation and corrective action undertaken.	Desirable	A, I
Experience of managing and resolving technical waste management issues. For example, demonstrating the resolution of an issue which results in improved service or reduced cost.	Essential	A, I
Experience of Performance Management. For example, performance management of direct reports or a contractor.	Essential	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Degree or Equivalent experience in Waste Management, Environmental Management, or related discipline.	Essential	A, I, D
Relevant vocational qualifications for example COTC, NEBOSH, ISOH	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include - *None***

## Day-to-day in the role:

<b>Hours:</b>	37 Hours	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	RT 8 – Regulatory and Technical	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£41,816 - £45,175	<b>Budget responsibility:</b>	c. £13M+ in contracts (over 2 posts)
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

The role requires an ability to visit and inspect, waste facilities including remote locations for example closed landfill sites. Therefore there is a requirement to work in a variety of environments outside the office.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely. We would expect this to be balanced to enable team interaction and there will be specific occasions when you will be required to come into the office.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
  - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
  - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
  - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

