

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Simpler Recycling Officer

Waste Services, 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:**

Waste management contributes directly to the delivery of the Council's priorities (particularly Green and Clean, Environment and Wellbeing and Robust Resource Management).

It is an essential service, used by all West Northamptonshire's residents providing kerbside waste collection services, six Household Waste Recycling Centres and street cleansing operations, with specific statutory duties including making arrangements for the treatment and disposal of waste that is collected. Waste Services are currently delivered through a combination of in-house, joint venture and contractual arrangements.

The purpose of the job is to raise awareness of the requirements of Simpler Recycling and other waste legislation with commercial and domestic properties by visits, communications and management of bin provision and related issues.

## **Accountable to:**

This role is accountable to the Waste and Cleansing Manager. The role sits within Waste Services, part of the Place and Economy Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. To monitor and facilitate the delivery of waste services to ensure they are carried out to the required standards and in accordance with the Council's statutory duties.
2. To provide support to the waste management team in operational and administrative tasks including communicating with domestic properties over the correct provision of waste containers and services and arranging removal of containers or adjustment to services where required to be in line with policy.
3. To plan and conduct visits at various premises in West Northamptonshire to gather information which will help resolve service issues, inform decisions and identify any issues which may require further investigation, ensuring good records are made of these inspections.
4. To conduct visits to commercial properties to raise awareness of compliance with relevant waste legislation and support the Business Waste Officer.
5. To communicate effectively (both verbally and in written form) with a wide range of people including residents, contractors, and partner organisations by providing advice, guidance, assistance and informing people of the outcome of investigations.
6. To conduct surveys and projects related to waste collection for households and businesses, including the planning, research, analysis and reporting required.
7. 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.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. 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. Adhere to health and safety policy and procedures, undertake relevant training, report hazards, accidents, and incidents, contribute to the safety and wellbeing of yourself and others.

10. Carry out any other duties which fall within the broad split, scope and purpose of this job description and which are commensurate with the grade of the post.

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.

<b>Skills and abilities:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Ability to work to tight deadlines and be flexible in work approaches.	Essential	A, I
Strong interpersonal and communication skills, with the ability to persuade and negotiate with businesses and residents of WNC.	Essential	I
Ability to analyse and interpret data and information and be able to demonstrate a high level of accuracy .	Essential	A, I
Strong customer care skills, providing advice and guidance to support effective resolution of queries and issues.	Essential	A, I, T
Ability to work with others in a team environment.	Essential	A, I
A willingness to work in a variety of environments outside the office.	Essential	I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I
Full and valid driving licence.	Essential	D

<b>Knowledge:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Knowledge of key regulations such as Environmental Protection Act, Duty of Care for Waste and Waste regulations.	Essential	A, I
Understanding of household, commercial waste and recycling collection systems, practices and processes and the statutory duties of councils relating to waste collection	Essential	A, I
An understanding of "equalities" duties in the context of providing public services to all services.	Essential	A, I
Knowledge of the West Northamptonshire area.	Desirable	A, I

<b>Relevant experience:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Experience of communicating with residents, businesses handling enquiries, complaints and service requests with the ability to explain policies and providing clear guidance.	Essential	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Good standard of education including 5 GCSEs at grade C or above including English and Maths or NVQ Level 2 equivalent in waste management, environmental studies or civil engineering.	Essential	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.

## Day-to-day in the role:

<b>Job family band:</b>	Regulatory & Technical Band 05	<b>Worker type:</b>	Part-flexible
<b>People management responsibility:</b>	None	<b>Budget responsibility:</b>	None

### Working conditions & how we work:

The role involves working out and about in the West Northamptonshire area, undertaking inspections, meeting with customers and residents. We are open to discussions about flexible working.

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 for up to 2 days a week (including from home).

## 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.

