

## **Job Description and Person Specification**

### **Job details**

Job title: Senior Waste Education & Compliance Officer

Grade: 7

Reports to: Head of Waste Services

Responsible for: Waste Education & Compliance Officers

Directorate and Service area: Place and Economy, Waste Management Team

### **Purpose of the job**

Waste Services plays a pivotal role in ensuring that communities are not only clean and safe but also moving towards a more sustainable future. As a single - tier authority, we can take a holistic approach to delivering services efficiently and consistently across the whole area for the benefit of our communities.

Management of waste and associated resources is a statutory function, and the service is highly regarded by North Northamptonshire residents providing Waste Collection and Cleansing, Household Waste Recycling Centres and managing a portfolio of contracts, performance management systems and service level agreements related to the environment and the treatment and disposal of collected materials. These are high risk, demand led services which interface with member of the public.

The purpose of this role is to provide leadership, development and support to the Waste Education and Compliance Team. Under the direction of the Head of Waste Services to oversee the promotion, engagement and education functions of the service. This will include the delivery of an effective intelligence-led approach to tackling environmental crime. This includes fly-tipping, waste mismanagement, littering, commercial waste offences, and other breaches of environmental legislation. The postholder will ensure that all enforcement activity is consistent, proportionate, evidence-based, and aligned with the Council's policies and statutory duties.

A key part of the role is the ability to analyse intelligence, identify patterns and hotspots, and translate data into targeted operational activity the reduces environmental crime and improves local environmental quality.

The role will also include the supervision of officers monitoring of some of the waste operations, engagement and enforcement with stakeholders and residents in matters relating to refuse collection, cleansing and recycling policies.

Provide support to the Waste Contracts and Projects Team regarding site visits and audits and all operating centres and other waste facilities, to ensure that all operations are carried out in line with the required standards.

### **Principal responsibilities**

1. Lead, motivate and support the Waste Education and Compliance Team to deliver high-quality, consistent enforcement activity.
2. Allocate workloads, monitor performance, and ensure officers follow correct procedures and legal frameworks.

3. Provide coaching, guidance, and professional development to team members. Ensuring that team maintains accurate records, evidence, and case files suitable for legal proceedings.
4. Oversee the collection, assessment, and interpretation of intelligence from multiple sources, including:
  - a. Public reports
  - b. Internal service data
  - c. CCTV and surveillance
  - d. Partner agencies
  - e. Historic enforcement records
5. Produce intelligence summaries, that identifies trends, repeat locations, offender behaviorus and emerging issues and use them to prioritise proactive patrols, targeted interventions, and resource deployment.
6. Support officers in carrying out investigations, interviews under caution, evidence gathering and case preparation.
7. To promote compliance with North Northamptonshire Council's waste management policies, by building strong working relationships with internal and external partners, such as the police, housing associations, parish councils and community groups.
8. To deal with enquiries and complaints written, electronic and verbal relating to all aspects of the waste management service, and liaise with internal, external customers and partner agencies in an effective and efficient manner. This is to include daily contact and where appropriate site monitoring with any relevant contracting organisations, which will require formal correspondence and site meetings.
9. To as part of the wider team contribute to educational and promotional activities that educate and inform stakeholders to their responsibilities regarding waste presentation and management and waste related environmental offences.
10. The postholder will manage IT systems which are accessed by members of the public. For example, collation and storage of dashcam or other CCTV evidence for the enforcement and a permit system to allow residents to access the HWRCs and control trade waste abuse. Wider interrogation of CCTV and ANPR systems may be required.
11. 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 the outcome of investigations. The post holder will also be required to liaise with other teams within the Council to enable the successful delivery of cross-team services and initiatives.
12. Support the Waste Operations Manager in the development and implementation of the service Business Continuity arrangements and Emergency Responses to support delivery of uninterrupted services.
13. Work collaboratively with services across the Council to align services for the benefit of the Council's residents and to deliver value for money.

## **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and

safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. 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.

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.

## **Special features of the post**

**If a DBS Disclosure is required for the role, include the following clause (Delete if not required).**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

**If this post is Politically Restricted include the following clause (Delete if not required).**

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

**If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).**

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

**If there are any other special features of the job that need to be in the job description, please indicate them here.**

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Educated to A-Level or equivalent, or able to demonstrate equivalent experience.</p> <p>Evidence of continuous professional development relevant to enforcement, investigation, intelligence analysis, regulatory services, or leadership.</p> <p>Full driving licence</p>	<p>Degree or equivalent relevant waste management qualification or similar environmental qualification.</p> <p>Formal training in intelligence analysis principles, intelligence handling, problem solving methodologies.</p> <p>Enforcement related qualifications.</p> <p>Health and Safety training relevant to field based enforcement work.</p>
Experience and Knowledge	<p>Practical knowledge of current and future waste management legislation, and environmental crime issues.</p> <p>Minimum of two years' experience of working in enforcement, regulatory services, community safety, military service, or another discipline where structured decision making, situational awareness, and adherence to procedure are critical.</p> <p>Minimum of five years working in a management environment in a monitoring or supervisory / management role, with demonstrable experience in leading, and mentoring staff or teams.</p>	<p>Experience of working with a range of different organisations.</p> <p>Experience of local government or regulatory environment.</p> <p>Relevant project management experience.</p> <p>Experience of preparing cases for legal proceedings or giving evidence in court.</p> <p>Member of relevant Professional Body.</p> <p>Experience of working with partner agencies such as police, housing providers.</p> <p>Experience using digital mapping, case management or intelligence systems</p>

Attributes	Essential criteria	Desirable criteria
	<p>Demonstrable experience analysing intelligence or operational data to identify patterns, hotspots or risks.</p> <p>Knowledge of investigative principles, evidence gathering, and maintaining the chain of custody.</p> <p>Understanding of intelligence led approaches to enforcement, including the use of data to prioritise resources.</p> <p>Understanding the need for fairness, proportionality, and consistency in enforcement activity.</p> <p>Experience of managing IT applications, and an understanding of back-office processes in a service delivery environment.</p> <p>Experience of managing complex workloads and making evidence-based decisions under pressure.</p> <p>Experience of working in a customer services environment.</p> <p>Possession of a current valid driver's licence and access to a vehicle for work purposes</p>	<p>Experience with sustainability initiatives and programs.</p> <p>Understanding of the relevant legislation.</p>
Ability and Skills	Evidence of excellent communication skills, both written and verbal.	<p>Experience of uniformed service or other patrolling.</p> <p>Experience of Enforcement Work i.e. issuing fixed penalty notices etc.</p>

Attributes	Essential criteria	Desirable criteria
	<p data-bbox="521 231 1272 343">Strong analytical skills with the ability to interpret complex data sets and convert intelligence into operational action.</p> <p data-bbox="521 579 913 611">Excellent organisational skills.</p> <p data-bbox="521 691 1254 754">Computer literate – knowledge of Microsoft Word, Excel and Outlook or equivalent.</p> <p data-bbox="521 834 1216 898">Ability to deal with a variety of customers, contractors and other agencies.</p> <p data-bbox="521 978 947 1010">Excellent personal presentation.</p> <p data-bbox="521 1090 801 1121">Professional outlook.</p> <p data-bbox="521 1201 1193 1265">Ability to remain calm and diplomatic in challenging situations.</p>	<p data-bbox="1294 231 2022 263">Knowledge of taking/making/giving witness statements.</p> <p data-bbox="1294 295 1921 327">Knowledge of criminal/enforcement procedures.</p> <p data-bbox="1294 359 1944 454">Knowledge of safe working practices and detailed knowledge of health and safety regulations and application thereof.</p>

Attributes	Essential criteria	Desirable criteria
	<p>Ability to work as part of a team and on own initiative.</p> <p>Ability to work out of normal working hours.</p> <p>Ability to work under pressure and to deadlines.</p> <p>Commitment to delivering a high quality service.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		