

Job Description

Job Title: Waste Development Officer

POSCODE: CCC2942

Grade: Scale 6

Overall purpose of the job

This role plays a key part in supporting the delivery of waste services at an operational, contractual and partnership level across Cambridgeshire. You will also help develop and deliver education and behaviour-change activities that inspire communities to reduce waste, reuse materials and recycle more.

You'll work closely with contractors, district and city partners, community groups and internal teams to keep information flowing, resolve issues and ensure services run smoothly. A key part of the role is providing clear, consistent and professional communications that support the Council's environmental ambitions and uphold its reputation.

To succeed, you'll bring enthusiasm for the environment, strong attention to detail and confidence in working with data, contracts and public communications. You'll build positive relationships with colleagues, partners and service users, always acting with respect and professionalism.

This is not a role that requires significant levels of experience, but instead a passion for the environment, an eagerness to learn, and a desire for delivering high quality services for the residents of Cambridgeshire.

Main accountabilities

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1.	<p>Service Delivery</p> <ul style="list-style-type: none"> • Monitor service delivery through on-site observations, highlighting and addressing examples of poor performance that drive value for money and support continuous improvement. • Carry out site visits, undertake surveys and assist the assessment of infrastructure against required maintenance activities and regulatory compliance. • Resolving and documenting service user issues through liaison with contractors and business support staff. • Undertake other service support activities, such as minute taking, data analysis, record keeping.
2.	<p>Public Engagement</p> <ul style="list-style-type: none"> • Support in developing waste awareness messages and campaigns to drive behaviour change and help in delivering these programmes direct to communities • Engage and communicate with members of the public, both face-to-face (e.g., at events, site visits, school sessions and community meetings) and through a range of communication channels, including email, social media, newsletters, web content and telephone enquiries

	<ul style="list-style-type: none"> • Assist with maintenance of public facing information through the council's website and other media. • Use technology to understand how data can be used to inform targeted communications campaigns and measure their impact.
3.	Project and Strategy Work <ul style="list-style-type: none"> • Support in managing programmes and projects arising within the waste service, including developing and reporting on project outcomes, risks and issues. • Undertake research and analysis with Best Practice examples, emerging themes/priorities and opportunities to support the development of service improvement proposals and participate in implementations where approved. • Assist in the review, development and writing of plans, policies, reports, and user guides to ensure that they are current and fit for purpose. • Maintain and operate systems to ensure current information is collated and stored. • Appraising information, identifying gaps, and reporting to managers with appropriate recommendations.
4.	Partnership Working <ul style="list-style-type: none"> • Establish and maintain key working relationships with relevant contractor representatives to ensure good communication and facilitate resolution of service issues. • Support engagement with specialist service functions, such as business continuity planning/emergency response; maintaining records of service property estate; managing property, responding to development applications, FOI, EIR and other queries, dealing with property leases and other legal issues associate with contract management. • Support development and implementation of corporate strategies such as for climate change, biodiversity and business continuity. • Work with RECAP Partners to progress joint campaigns and deliver against the joint waste strategy.
5.	Commissioning and Contracting <ul style="list-style-type: none"> • Support the Commercial & Contract's Manager to identify service requirements and undertake procurement processes in accordance with corporate and legal requirements. • Effective monitoring of contract data and contractor performance indicators, checking for poor performance and proposing appropriate interventions.
6.	Equality Diversity and Inclusion <ul style="list-style-type: none"> • Inclusion of equality, diversity and inclusion principles into working approaches and service delivery. • Enabling fair access to all service users taking account of additional requirements of vulnerable users and those with additional requirements. • Liaising with other Council sections and external organisations to enable delivery of waste services in a safe, accessible, efficient, and coordinated way.
7.	Climate Change <ul style="list-style-type: none"> • Contribution to our commitment of becoming a Net Zero organisation by 2030.

8.

Safeguarding commitment

- We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
Education to A level, HNC or HND level or equivalent knowledge and experience gained in a relevant area.	Ideally in Environment, Business or Law	Essential
Membership of relevant professional institution or working towards membership	Such as MCIWM, MCIPS, CIPR	Desirable

Identify	Describe	Essential/ Desirable
Experience		
Communications	Have experience of communicating messages in a way that is engaging and appropriate to the audience so as to bring about increased understanding or behavioural change.	Essential
Waste management	Experience in waste management or a related work area.	Desirable
Working in an operational environment	Working in an operational environment, recognising the importance of health and safety and supporting related operational contract management activities.	Desirable
Working with multiple stakeholders	Experience of working with a broad range of stakeholders, such as contractors, district and city partners, schools, community groups, internal services, elected members and members of the public, to support the delivery of shared outcomes	Desirable
Knowledge		
Waste Management	An interest and understanding of waste management, its impact on the environment and the role of Cambridgeshire County Council in the delivery of services (including the legislative drivers that impact the service).	Essential

Behaviour Change	Understanding of how to utilise data from multiple platforms such as surveys, dashboards (such as google analytics and performance dashboards) to inform communications campaigns to deliver behaviour change across the county.	Desirable
Procurement	Understanding of procurement and commissioning processes, including identifying service requirements, supporting tender preparation, reviewing supplier information, and ensuring compliance with relevant regulations and Council procedures.	Desirable
Contract Management	Knowledge of managing contracts within a commercial environment.	Desirable
Local government	Understanding of local government processes and systems	Desirable
Skills and abilities		
Interpersonal skills	Good interpersonal skills to support relationship building in a range of situations.	Essential
Influencing	Ability to encourage engagement and influence other stakeholders	Essential
IT	Good proficiency with a range of IT systems including MS Office & Teams, and the ability to learn to use specialist software.	Essential
Numeracy	Good numeracy skills, with ability to interpret and present complex information.	Essential
Communication	Able to communicate in a clear and professional manner, dealing sympathetically and diplomatically with the public, elected members, contractors, and officers at all levels who may not have a technical background.	Essential
Problem solving	Able to identify and resolve issues by analysing available information to produce clear technical reports reaching logical conclusions.	Essential
Methodical approach	Good attention to detail with a methodical approach to dealing with enquiries, minute taking and record keeping, including monitoring expenditure.	Essential
Hazard Awareness	Ability to appraise hazards and make sound risk-based judgements, and work safely by following established procedures, using	Essential

	appropriate PPE, and promoting safe behaviour in others.	
Report writing	Able to assist in the writing of reports, plans and policies or user documentation.	Essential
Time Management	Able to manage own workload effectively.	Essential
Flexibility	<p>Able to travel independently to various sometimes inaccessible work locations.</p> <p>Able to work flexible hours including evenings and weekends.</p> <p>Able and willing to work flexibly from home or other CCC locations.</p>	Essential
Physical Requirements	<p>The role involves regular visits to operational and outdoor sites across the county, including locations with uneven or unmade surfaces and restricted access. These duties will require travel to areas not well served by public transport.</p> <p>The postholder must be able to fulfil these duties with or without reasonable adjustments.</p>	Essential
Equality, diversity and inclusion	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero	Able to contribute towards our commitment of becoming a net zero organisation.	Essential
Safeguarding	The public engagement element of the role requires an understanding of safe working practices and ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential