# Image of North Northamptonshire Council logo

# Job Description and Person Specification

## Job details

Job title: Waste Compliance and Education Officer

Grade: £37,035 - £39,513 (SCP 14 – 17)

Reports to: Senior Waste Compliance and Education Officer

Responsible for: N/A

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 regarding 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.

Under the direction of the Senior Waste Compliance and Education Officer, to promote engagement and education with a view to gaining compliance with the requirements of the waste management service and associated functions. This will include monitoring of some of the waste operations, engagement and enforcement with stakeholders and residents in matters relating to refuse collection, cleansing and recycling policies.

To carry out a full range of enforcement duties for offences under the relevant legislation. To maintain all records and prepare all documentation in relation to this activity.

Provide support to the Waste Contracts & 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. To promote compliance with North Northamptonshire Council’s waste management policies, which includes, but not limited to the Councils statutory duties, the Councils performance management frameworks, the Waste Collection policy, Litter and Fly tipping Strategy and the Councils environmental enforcement policies.
2. To assist in the enforcement of a waste management functions e.g., litter, dog fouling and refuse and other associated offences by education, issuing fixed penalty notices, or obtaining evidence for prosecution. Activities include but are not limited to, issuing Fixed Penalties Notices, preparing documents and case files for court, preparing written statements and reports as evidence, deployment of surveillance equipment and interrogation of data, safe storage and presentation of evidence, attend court where required and to ensure FPN payments are received and follow up with offenders where required.
3. 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.
4. To contribute to the supervision and development of operational services provided directly by the Council, under the direction of the Waste Operations Manager. This is to include maintaining records and producing both financial and statistical information and analysing data.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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 councils committment 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 | Good standard of education to A level standard or equivalent.  Minimum of 2 years' experience of working in a compliance or enforcement role. | Degree or equivalent relevant waste management qualification or similar environmental qualification.  Experience of a regulatory or enforcement environment |
| Experience and Knowledge | Practical knowledge of current and future waste management legislation.  Minimum of five years working in a waste management environment in a monitoring or supervisory / management role.  Demonstrable experience of delivering communications, marketing and key messages to a wide range of audiences for a relevant service.  Experience of managing IT applications, and an understanding of back-office processes in a service delivery environment.  Experience of managing organisational change  Experience of working in a customer services environment.  Possession of a current valid driver’s licence and access to a vehicle for work purposes | Experience of working with a range of different organisations.  Experience of local government.  Relevant project management experience.  Experience of service delivery for waste management and associated services  Member of relevant Professional Body.  Experience of enforcement activities or working in a regulatory setting.  Experience with sustainability initiatives and programs. |
| Ability and Skills | Evidence of excellent communication skills, both written and verbal.  Excellent organisational skills.  Computer literate – knowledge of Microsoft Word, Excel and Outlook or equivalent.  Ability to deal with a variety of customers, contractors and other agencies.  Excellent personal presentation.  Professional outlook.  Ability to remain calm and diplomatic in challenging situations.  Ability to work as part of a team and on own initiative.  Ability to work out of normal working hours.  Ability to work under pressure and to deadlines.  Commitment to delivering a high quality service. | Experience of uniformed service or other patrolling.  Experience of Enforcement Work i.e. issuing fixed penalty notices etc.  Knowledge of taking/making/giving witness statements.  Knowledge of criminal/enforcement procedures.  Knowledge of safe working practices and detailed knowledge of health and safety regulations and application thereof. |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors |  |  |