

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Waste Reduction and Recycling Assistant

Waste Services, Place 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'.



West
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Council

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.

Purpose and impact:

Waste Services contribute directly to the delivery of the Council's priorities, particularly Green and Clean, Environmental and Wellbeing and Robust Resource Management.

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

The purpose of the job is to assist the council's Waste Reduction and Recycling Officer to monitor, advise, promote, and give guidance on waste minimisation and recycling matters, in particularly working with residents, community groups, schools and local businesses across West Northamptonshire.

Accountable to:

This role is accountable to the Waste Reduction and Recycling Officer. The Role sits within Waste Services, part of the Place Directorate in West Northamptonshire Council.

Responsibilities:

[Set out the main responsibilities of the role and the impact in this section. There should be no more than 10, set out in order of priority, ensure they are clearly numbered and please include the last two as standard. Again, avoid acronyms and jargon and illustrate what the duties are and why they are being carried out/what they will achieve.]

For example: To meet with internal stakeholders to present, analyse and review their people data, ensuring they understand the data produced and can easily utilise this for service development and improvement.

1. To encourage residents to reduce their waste and maximise the amount of waste recycled and to ensure that reliable, high quality and cost-effective waste services are provided.
2. To work closely with the division's communication partners to develop high quality information and publicity materials to educate, engage and inform residents on recycling, waste collection and street cleansing services.
3. To positively promote waste reduction and recycling with the media, households, schools, local environmental and other associated bodies and to actively liaise with local businesses, community groups and town/parish councils to identify opportunities to offer support and advice.
4. To identify and bid for external funding opportunities, as and when they arise.

5. To investigate and resolve complaints and enquiries from members of the public, speaking with authority and conviction. Contribute to delivering rising customer satisfaction levels in all aspects of the service.
6. Plan and deliver a programme of roadshows, events and other waste reduction and recycling campaigns to speak to members of the public and other stakeholders directly.
7. Assist with the recruitment and manage temporary staff to help deliver recycling campaigns such as door stepping campaigns, to include volunteers, students and the Community Payback team.
8. Monitor, improve and expand existing schemes and facilities, determining the best practical approach in each case
9. Keep up to date with technical, policy and legal developments and to consider the possible impact on policy, finances and services. To research and learn from best practice in waste and recycling collections.
10. To analyse data to inform performance reporting and trends. Assist with monitoring quality of waste streams and minimising contamination.
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
Good presentation and analytical skills	E	A/I/P
Report writing and communication skills, able to set out complex issues, build arguments and talk with conviction	E	A/I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period	E	A/T/I
Excellent customer care skills and ability to effectively deal with sometimes complex complaints	E	A/I
Organised, efficient and motivated	E	A/I
Able to deal with problems in a logical manner. Assertive but diplomatic when dealing with all types of people	E	A/I
Flexible and willing to work occasional evenings and weekends as required	E	A/I
Willingness to work outside, sometimes in inclement weather	D	A/I
Project Management Skills	D	A/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of waste reduction, recycling and other waste management issues	E	A/I
Knowledge of publicity/marketing and PR including social media, face to face and in print	E	A/I
Knowledge of waste management legislation	D	A/I

Relevant experience:	Essential / Desirable	Measured by
Experience of dealing with waste reduction and recycling issues	E	A/I
Experience of dealing with customers and engaging with householders and businesses on waste related issues	E	A/I
Experience of working in a local authority waste and recycling environment	D	A/I
Knowledge of procurement processes and contract monitoring	D	A/I
Experience in running small projects, and being part of a team on larger projects	D	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to degree level or equivalent in related subject or equivalent and relevant work experience	E	A/I/D
Full driving licence	E	A/D

Member of CIWM	D	A/D
Willingness to drive a small van and to drive to areas of West Northamptonshire.	D	A/I

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:

Hours:	37	Primary work base:	Tove Depot
Job family band:	RT06	Worker type:	Part-flexible
Salary range:	£31,869 - £34,663	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

The Waste Team is a small, friendly team of dedicated and enthusiastic waste managers, who each play a vital role in running our high profile services. We work across the whole of West Northamptonshire and are based in various office and depot locations.

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 3 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.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.

I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E 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”

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.

