

JOB FAMILIES ~ Technical Officer (Recycling and Waste Service)
Level descriptor – Level 4 (JG4)

Role purpose:

To provide a comprehensive technical role across the three operational areas within the Recycling and Waste Service. This post will deal with Contractors at an operational level on a daily basis and assist in ensuring the efficient delivery of the Waste Management and Streetscene contracts, working within existing procedures and routines with limited supervision. This role will require a broad knowledge and understanding of the work processes in these specific areas of work . The post holder will resolve routine technical and process problems and queries, and liaise with the Waste Contracts Officers to resolve complex queries.

Typical activities

Liaise with the Waste Collection and Street Scene Contractors on a daily basis to ensure efficient resolution of customer problems and queries.

Undertake inspections and monitoring of Waste Management and Streetscene Management works under the guidance of senior colleagues and/or within statutory frameworks.

Prepare daily / weekly / monthly reports on Contractors performance against a range of targets. Highlight trends or problem areas to senior management.

Assist in the maintenance of the Property and Waste Collections databases and answer queries relating to these.

Assist in technical investigations and prepare reports / written findings for further action by others including enforcement.

Liaise with Systems administrators / ICT to ensure all databases / systems are updated and properly reflect current operational service standards and procedures.

Preparation of statements or other technical documents for use in authorising or enforcing technical activities and possible appearance as a witness in court proceedings.

Assist in the preparation and delivery of waste minimisation projects and contribute to evaluating or monitoring their impact.

Provide information to others on a range of subjects within the service area to encourage compliance with and understanding of accepted service or behavioural standards.

Apply technical knowledge to develop process and deliver a range of activities within an agreed technical framework.

Knowledge, skills & experience

NVQ level 2 in literacy and numeracy

NVQ level 2 or 3 units of qualification or equivalent practical work experience to achieve the qualification in technical skills relating to the service area.

Practical work experience to give a thorough understanding of the processes and practices required.

Awareness and general understanding of the service area technical protocols, regulations and relevant legislation

Ability to work with contractors and engage with the general public

Communicate with colleagues, contractors and other partner agencies through verbal reports and keeping records of site visits and technical activities completed in accordance with procedures and guidelines.	
Performance measures	Competencies
Quantifiable objectives ~ e.g. <ul style="list-style-type: none"> • Assessment of safe work environment • impact evaluation of intervention/ activity • quality of records, • Achievement of appropriate level of technical qualification Feedback from colleagues, contractors and the general public Key Performance Indicators (where available) Line manager assessment	<u>Team Working</u> ~ cooperation and flexibility, contributes positively by sharing information and supports team consensus <u>Outcome focused</u> ~ delivers specific pieces of work to agreed specifications. <u>Problem Solving & judgment</u> ~ confident in making decisions within guidelines <u>Planning & Organising</u> ~ prioritises what is important in line with team & service goals <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on their's.

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.

The entering of your name and the date below will be treated as signature for declaration purposes.

Effective Date: 01/07/2019	Issued on: 12/07/2019
Postholder Name:	Date: