

JOB DESCRIPTION

Job Title	Waste Management Officer		
Service	Regulatory and Operational		
Reporting to			
Grade	12		
Evaluation ref:	TR0132	Job Family ref:	
Role purpose			
The Waste Management Officer supports the delivery of Somerset Council's environmental and service priorities by ensuring the effective operation of waste collection and recycling services across Somerset. The role focuses on monitoring contractor performance, maintaining high standards of service delivery, and ensuring compliance with regulatory and statutory requirements within the waste industry. Working closely with contractors, partners, and internal teams, the postholder plays a key role in improving service efficiency, customer satisfaction, and environmental outcomes. In addition, the role involves engaging with residents and stakeholders to promote positive waste behaviours, including recycling, reuse and waste reduction, while addressing service issues through proactive problem-solving and, where necessary, enforcement action. The Waste Management Officer contributes to service improvement initiatives, supports project delivery, and uses performance data and customer feedback to drive continuous improvement, ensuring cost-effective and sustainable waste management services for local communities.			
Accountabilities			
• Work to service plans to ensure tasks and projects are delivered. • Work flexibly and deliver change in such a way that it delivers defined improvements. • Monitor service performance and customer feedback and ensure key themes are highlighted and flagged for continuous improvement in the Council's performance. • Practice effective customer relations, ensuring excellent customer service and achieve high levels of customer satisfaction. • Assist in identifying and resolving operational and service-based problems and conflicts to ensure positive outcomes and to prevent problems from reoccurring. • Be aware of resource implications, including costs, and ensure work packages are delivered in an efficient manner. • Proactively champion personal development and ensure training needs are identified in tandem with line manager. • To maintain information and communication systems, ensuring required records are updated systematically and regularly.			

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- Maintain good working relationships with colleagues, customers, partners, stakeholders and contractors.
- Communicate proactively, clearly and succinctly to achieve service objectives.
- Work safely and ensure the safety of others who may be affected by Somerset Council operations.
- Assist in identifying and developing opportunities for Somerset Council to create better social, environmental and financial outcomes in Somerset, and contribute to the achievement of Somerset Council's vision.

Duties and Responsibilities

- Under the direction of the Contracts Officer - Collections, inspect and monitor the effective delivery of the collections contract, ensuring the efficient operation of household waste collections, and the adoption of efficient standardised working practices across the team which make best use of available technology.
- Under the direction of the Contracts Officer -Collections and in consultation with the Head of Service, provide regular contact & monitoring/inspection of the recycling sites to ensure contractor, health & safety and public concern issues are captured in timely fashion.
- To engage with and influence the public to change their behaviours to promote more effective participation in recycling, reuse and reduction, taking a targeted approach and influencing those members of the public failing to meet service standards for waste collections and to determine individual needs in such cases in accordance with agreed Somerset Council policies.
- To take enforcement in cases of persistent or serious breaches of service standards (including at the recycling sites), in accordance with Council policies and procedures – recognising that early intervention is always most effective. Initially attempting to resolve issues practically with behaviour change techniques, taking legal action when necessary (using the authorities delegated to the Council through the inter-authority agreement).
- To investigate commercial waste abuse at the kerbside and through the recycling sites and carry out appropriate enforcement measures.
- To investigate the legitimacy of requests for change, removal or additional containers in accordance with Somerset Council policies and advise either the customer directly or the Customer Service team of recommended actions (for example in relation to additional containment for larger household and those with Absorbent Hygiene Products (AHP)).
- Develop and maintain effective partnership working across all service providers (inclusive of the recycling site operator and with partner authorities, for example in streetscene, neighbourhood services, planning and community engagement teams) to ensure co-ordination of resources to achieve effective service delivery and behaviour change.

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- To investigate complaints about the delivery of waste services, taking appropriate action and, where necessary, report the investigation/outcome to the Contracts Officer -Collections. This includes issues in relation to collections services and recycling sites (noting that close working may be required with the Head of Service to address complaints and ensure appropriate action is taken to learn from issues).
- To engage with contractors over service delivery and/or contractual issues and work to resolve issues promptly and effectively. To develop close working relationships with recycling site managers, collection supervisors and crews (providing feedback on how contractor/crew raised issues have been addressed) to develop a better working relationship with recycling site staff and collection crews and the Council working as one team.
- To engage with suppliers, contractors and customers to ensure efficient roll-out of service development projects, ensuring that business as usual is maintained during the transition and the changes are effectively integrated into the business.
- To work closely with colleagues to monitor and understand waste collection performance trends, contributing to the development of targeted initiatives to continually improve performance, and understanding the effectiveness of such initiatives.
- To assist in the delivery of specific projects and programmes of work, leading on specific aspects as directed.
- To maintain and continually improve skills and knowledge relating to the waste industry.
- Takes ownership of personal training and development needs, using initiative to take appropriate action where necessary, and use 1:1 and Appraisal meetings to raise matters where advice or assistance is required from Line Manager.
- To carry out other tasks commensurate with the duties or level of the post as reasonably required, including provision of cover as necessary.

Relationships

- Accountable to the Contracts Officer -Collections
- Engages with the residential population of Somerset.
- Engages with the crews, supervisors and managers of the Contractor.
- Engages with recycling site staff and managers of the Contractor.
- Engages with relevant teams in partner authorities (e.g. streetscene, neighbourhood services, planning and community engagement teams)
- Consults with public representatives, including Parish, Town, District and Elected Members.
- Directs contractor staff under the guidance of line manager and the Waste Services Management Team.
- Occasional presentation of reports to the Management Team

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Impact

Resources

- Contributory influence over contractual budget spend (£16.5m).
- Contributory influence over specific, role related ICT development.
- Will be responsible for mentoring and developing new members of staff, providing advice, guidance and support whenever needed.
- Will be required to manage project work within their area of expertise, supervising staff attached to the project or programme of work.

Knowledge / Experience / Qualifications / Skills

	Essential	Desirable	
Knowledge			
Knowledge of local government procedures and policies.		X	
Good awareness of Health & Safety regulations and legislation		X	
Experience			
Experience of engagement with customers and customer feedback.	X		
Evidence of working in a structured, project-based environment.	X		
Understand and be able to carry out planned and dynamic risk assessments.	X		
Experience of team working, including working across teams.	X		
Experience of complaint handling.	X		
Experience with effectively using ICT systems	X		
Experience of operating equality and diversity measures in working practices.		X	
Qualifications / Registrations / Certifications			
Evidence of work-related professional development.		X	

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Skills			
Sound understanding and experience of the use of information and communication systems.	X		
Good written and verbal communication skills.	X		
Flexible and comfortable with change.	X		
Positive, committed, adaptable, thorough and confident approach.	X		
Ability to work to produce high quality results to deadlines.	X		
Committed to diversity in service delivery.	X		
Innovative and creative approach to problem solving.	X		
Customer- and Communities- focussed.	X		
Personal integrity.	X		
Drive and self-motivation – “can do” attitude.	X		
Understanding of project plans and project delivery methods.		X	
Understanding of contract performance monitoring.		X	
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position			
Corporate Responsibilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: 01.11.2024