

Job Description



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| Job Title: Commercial Waste Officer | Service Area: Cleansing Waste and Recycling | |
| Directorate: Environment | Post Number: | Evaluation Number: 2855 |
| Grade: SO2 | Date last updated: August 2024 | |

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

The Council provides a commercial waste collection service to a large number of businesses in the borough. The post holder is responsible for promoting this service using a variety of marketing techniques, generating and administering agreements with businesses who request a service.

Job Context

Working as part of a small team and reporting to the Commercial Waste Manager, the post holder will be required to actively pursue new business for the Council's Commercial Waste service. A large amount of lone working is involved for which a Council vehicle will be provided.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time. In particular:

- To actively promote the Council's commercial waste collection service.
- To generate and administer Council agreements for the collection of commercial waste.
- To ensure that the statutory regulations regarding commercial refuse storage, collection and disposal are implemented.
- To provide advice to businesses on statutory regulations regarding commercial waste.
- To ensure that services are delivered in accordance with the performance standards and targets as applying to the commercial waste team.
- To ensure that businesses entering into agreements with the Council are provided with the correct receptacles which reflect the volume and type of waste produced.
- To monitor commercial waste agreements and address instances of over generation of waste
- To provide feedback to management on achievements and opportunities for continuous performance improvement.
- To identify and maintain appropriate records for all Commercial premises in the Borough, the nature of their waste collection and disposal.
- To identify persons or businesses not complying with relevant legislation and notify / refer cases to the Street Scene Enforcement team where necessary.
- To assist the Council's Street Scene Enforcement team on cases of non-compliance, providing information and assistance where necessary.
- To compile statements as required for case work in partnership with the Council's Street Scene Enforcement team
- To attend Court Hearings and give evidence as required

- To prepare reports and correspondence as required
- To assist in debt recovery procedures as determined by the service
- To deal with and satisfactorily resolve complaints and enquiries about the commercial waste service in accordance with corporate guidelines
- To negotiate and liaise with other sections of The Council, external consultants, contractors, clients etc. on issues relating to the service.
- To assist in the development and maintenance of a comprehensive computerised database and invoicing system for commercial waste agreements.
- To ensure that the Council's charges for commercial waste collection are accurately applied and, as necessary, arrange correction to existing agreements.
- To arrange one-off waste collections where required and to assess the necessary charges.
- To monitor the income from commercial waste collections and to identify ways to increase revenue for the service.
- To be aware of and keep up to date with new industry developments and working practices in respect of commercial waste and to recommend changes in operation or policy.
- To prepare draft reports on any aspect of the commercial waste service, and deal with public enquiries and complaints from businesses, residents and elected members.
- To ensure that work is carried out in accordance with the Council's Policy on health and Safety at Work and the relevant codes of safe working practice and appropriate legislation.
- To liaise with other officers of the authority in relation to information and issues surrounding any commercial premises in the borough.
- To take responsibility for the implementation and delivery of the aims and objectives of the annual Cleansing, Waste and Recycling service plan.
- To plan and execute consumer surveys to assist in better planning of the service and to improve procedures and practices.
- To assist in the production of sales and marketing strategies and materials for an efficient, effective and a user orientated commercial waste collection service.
- To represent the Council when required by attending meetings of community forums, user consultative groups, committees and other public meetings.

- Such other duties, within the competence of the post holder which may be required reasonably from time to time.
- Signing up business to the resident toilet scheme including risk assessments and relevant payment processes.
- To achieve all KPI's and revenue targets set out by the council

Personal Specification



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| Grade: SO2 | Date last updated: August 2024 | |

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

| CRITERIA | METHOD OF ASSESSMENT |
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| EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work. | |
| PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately. | |
| KNOWLEDGE: Knowledge in the area of waste management. Understanding of administrative procedures and systems relating to | Application form /Interview Application form /Interview |

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| <p>commercial waste.</p> <p>Basic knowledge, sufficient to undertake commercial waste initiatives, independently and make use of information technology, where appropriate.</p> <p>Awareness of current developments in the relevant field.</p> | <p>Application form / interview</p> <p>Application form / interview</p> |
| <p>EXPERIENCE:</p> <p>Relevant experience in waste management or a similar role in local authority service provision is essential.</p> | <p>Application form / interview</p> |
| <p>SKILLS AND ABILITIES:</p> <p>Excellent ICT skills and knowledge of a range of windows based packages, most specifically word and excel.</p> <p>Good understanding of health and safety legislation within the waste management environment.</p> <p>Excellent communication skills. An ability to communicate effectively with a range of people, including contractors, professional colleagues and the public.</p> <p>A strong commitment to customer service with the ability to interpret complex legislation to businesses and members of the public</p> <p>Ability to grasp and understand issues relating to waste management and other local authority functions.</p> <p>Ability to organise own workload, work under pressure and respond positively and appropriately to urgent situations and deadlines.</p> | <p>Application form / interview</p> <p>Application form / interview</p> <p>Application form / interview</p> <p>Application form / interview</p> <p>Application form / interview</p> <p>Application form / interview</p> |

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| <p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Maintains high standard of ethics and professional conduct</p> <p>Friendly, open style that inspires confidence and trust with people at all levels</p> <p>Demonstrate consistent, dependable and reliable service provision to a high standard</p> | <p>Application form / interview</p> <p>Interview</p> <p>Application form / interview</p> |
| <p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>A full, clean, UK driving licence</p> | <p>Application form / interview</p> <p>Application form / interview</p> |