

JOB DESCRIPTION

POST TITLE:	TRADE WASTE OFFICER
POST NUMBER:	SS13
GRADE:	F
RESPONSIBLE TO:	Commercial Services Manager and Waste Services & Transport Manager
RESPONSIBLE FOR:	Managing and developing the customer base for the Trade Waste Service so as to maintain and maximise the take-up of this service whilst optimising customer satisfaction. Promote trade waste and recycling initiatives.
LIAISON WITH:	Businesses Staff within Waste Services and other sections of the Council

KEY CORPORATE ACCOUNTABILITIES:

1. To ensure an effective trade/commercial waste service by maintaining and maximising the take-up and competing on a commercial basis
2. Promote and develop waste and recycling initiatives within the business sector

KEY SERVICE ACCOUNTABILITIES:

1. Maintain the database of customers, their requirements and ensure accurate and timely billing and issue of waste transfer notes for the service.
2. To actively seek out additional custom and promote trade waste and recycling services.
3. Liaise with Commercial Services Manager, Waste Services & Transport Manager and other staff to facilitate the efficient running of the trade waste service.
4. To visit customers as required.
5. To survey customers as necessary.
6. To develop and expand waste management schemes, including recycling, to clients.
7. To assist other members of the Waste Services Management Team as required.
8. To liaise with District Officer and Environmental Services enforcement work when

required.

9. To be responsible for the upkeep and maintenance of trade waste wheeled bins and all related stock items in liaison with the Waste Supervisor.
10. To attend meetings of chambers of trade, business forums or similar organisations as required.
11. To assist other officers in the Waste Services Management team with new initiatives.
12. To be responsible for investigating, implementing and managing new initiatives including trade waste enforcement in liaison with other staff within Environmental Services.
13. To design and use forms, surveys, and leaflets, investigate and track best practice across the full spectrum trade waste services and explore new initiatives.
14. The postholder will not directly supervise any member of staff but will be expected to assist in supervising or supporting a number of areas during times of change and report any contentious issues to the Waste Services Management Team.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the postholder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

DATA PROTECTION:

It is the responsibility of the Postholder to ensure the section's compliance with the requirements of the Data Protection legislation.

EQUAL OPPORTUNITIES:

The Council is committed to providing equality of opportunity, and has an Equal Opportunities Policy, which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Policy.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

TRADE WASTE OFFICER

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> To have 5 GCSE grade C or above or equivalent 	<ul style="list-style-type: none"> To have sales experience To have customer service experience To have trade waste and recycling experience
Knowledge and Expertise:	<ul style="list-style-type: none"> Knowledge of Mid Devon area Local Government working practices 	<ul style="list-style-type: none"> An awareness of refuse collection, waste minimisation and recycling issues and technologies Knowledge of waste and trade waste legislation
Skills:	<ul style="list-style-type: none"> To be able to communicate at all levels. Competent in the use of information technology Good interpersonal skills Strong customer skills Good written communications skills Negotiation skills 	<ul style="list-style-type: none"> Experience of using CRM Metastorm or similar workflow software
Personal Attributes:	<ul style="list-style-type: none"> The ability to work on own initiative and as part of a team Ability to prioritise To be flexible to meet the demands of the service 	<ul style="list-style-type: none">
Special Requirements:	<ul style="list-style-type: none"> To work unsociable hours on occasions Full, clean driving licence 	

Post Ref: EW02
 Date: March 2014 – Secondment update