

Recycling Project Officer (PN: 9426) – Range 4

Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
See Job Profile for full duties Main duties include <i>Under minimal supervision able to competently carry out engagement/ behaviour change activities, complaint investigation and resolution, site visits etc for the waste service.</i> <i>Working collaboratively with other officers within the waste team to ensure consistency in approach to achieve best practice and continual improvement.</i>	Required for this level	In addition to level A	In addition to levels A and B
	<u>Qualifications</u> • Good standard of education with a minimum of 5 GCSE to include Maths and English grades A-C/4-9 or equivalent level 2 qualifications • Driving licence and own car	<u>Qualifications</u> •	<u>Qualifications</u> •
	<u>Knowledge</u> • Competent in use of Microsoft office packages with an ability to become proficient in the use of other Council ICT systems (e.g. Confirm, Jadu, Waste Data Flow). • Knowledge and understanding of waste service areas to be able to signpost appropriately. • Demonstrate well developed practical and/or procedural. knowledge in a specialist area	<u>Knowledge</u> • Awareness and understanding of future changes to the Waste and Resources Industry as a result of the implementation of the Resources and Waste Strategy (2018) and related consultations. • An understanding of the Council's waste management collection and cleansing service. • An understanding of the Council's Household Waste	<u>Knowledge</u> • Proven knowledge of the Councils waste management service, policy, system and process with the ability to advise others. • Proven knowledge of relevant waste laws and regulations.

	• The ability to turn theoretical knowledge into practical applications.	Recycling Centre booking system and access policy. • Good working knowledge of the JADU and Confirm system.	
	<u>Experience</u> • Experience of serving customers and dealing with enquiries. • Ability to use literacy, numeracy and ICT skills to complete a range of tasks, such as ordering facts in a report, composing letters and undertaking assessments and/or calculations. • Previous experience of building partnerships with, for example, residents, local groups, local businesses, statutory and voluntary agencies and others to identify and deliver community-based projects. • Experience of working within a front-line service or directly with the public. • Experience of demonstrating the procedural knowledge for a range of tasks, some of which singly or in combination, are relatively complex along with the ability	<u>Experience</u> • At least 2 years' experience within the waste industry.	<u>Experience</u> • At least 5 years' experience within the waste industry.

	to operate associated equipment and tools.		
	<u>Skills</u> • Excellent communication skills – able to build relationships to deliver projects and change within the team • Teamwork – demonstrates commitment to teamwork and creates value not only for self, but also for others. Focuses on the overall objectives of the team to continuously improve • Document Management – efficient administration skills to maintain key documents and write effective summary • Ability to use Microsoft Office products specifically Word, Excel, PowerPoint, Outlook and Teams • Customer driven – understands the customer needs that will support delivery of the business strategy and implements these where appropriate. • Demonstrable ability to handle small (i.e. £250 per day) amounts of cash, process cheques, invoices or equivalent.	<u>Skills</u> • Ability to undertake Project Management, with an understanding of basic project management processes. • Ability to, and experience of, working independently within defined procedures, using initiative to find solutions to straight forward situations • Good communication skills and ability to use appropriate method and style to suit the subject and audience. • Ability to, and experience of, independently analysing waste management data, including potentially highly sensitive/confidential data, and draw reasonable conclusions.	<u>Skills</u> • Ability to, and experience of, proficiently creating and maintaining waste management data sets including finance, site visit, contract performance, community engagement, inspections, service requests, complaint and tonnage data for the waste service (with direction) to explain trends and present results verbally or in writing. • Able to, and experience of, independently analysing a situation and seek ways to improve or resolve issues. • Ability to, and experience of, coping well under pressure

			and difficult situations, able to identify and act on own development needs. • Confident in, and experience of, engaging with a broad variety of audiences via a range of channels and within service/brand guidelines.
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