

JOB DESCRIPTION

TITLE: Waste Compliance Officer

POST REF: PREF102139

DEPARTMENT: Place & Infrastructure

DIVISION: Public Protection

UNIT: Neighbourhood Delivery

TEAM: Waste Compliance Team

RESPONSIBLE TO: Neighbourhood Operations Manager

GRADE: L3

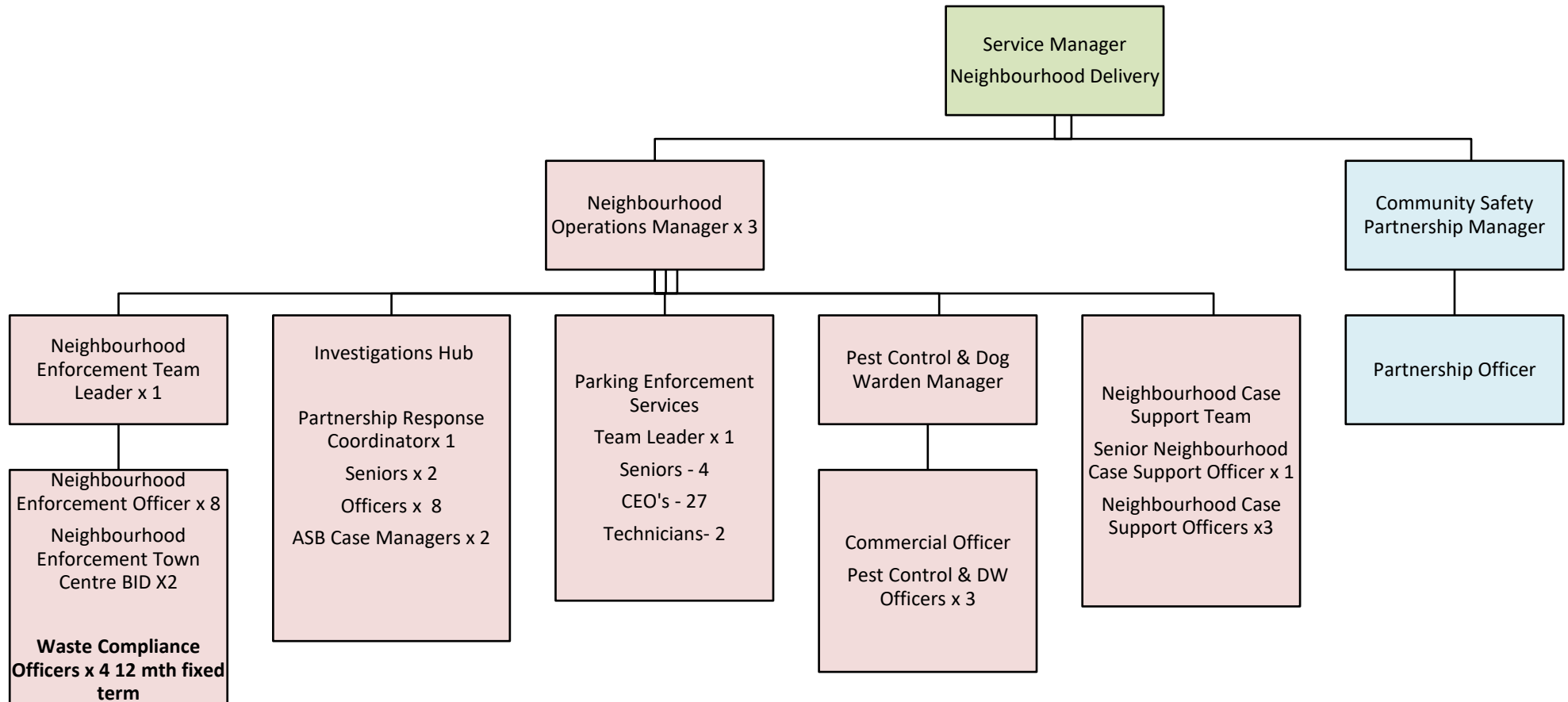
PURPOSE OF POST:

To engage and educate residents on appropriate ways of disposing of household waste – specifically addressing issues of:

- Bins being left out on pavements
- Contamination of waste
- Waste reduction
- Increasing recycling

To use relevant legal powers to secure compliance when intervention and prevention approaches have not secured compliance.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

	%
1. Under management direction, identify and intervene in areas /locations which repeatedly suffer from bad/poor waste storage and disposal practises, specifically: ➤ Bins left out on street ➤ Side waste – excessive waste production ➤ Bin contamination ➤ Increasing recycling Undertaking direct engagement and education to households to ensure that residents understand the requirements for waste collection and to advise them on appropriate ways of storing and disposing of their waste.	40
2. Undertake assessments of household's capacity for off-street bin storage and their ability to transfer bins on collection day. Make recommendations to the Refuse team where alternative waste provision such as sack collections are appropriate. Issue and enforce notices under the Environmental Protection Act to ensure compliance with the Council's requirements for household waste storage and collection.	30
3. Proactively engage and work with residents who continually place out high levels of side waste with the focus on helping them to increase recycling /reuse items and reduce waste to landfill and the presence of any non-contained waste. Use or refer for enforcement action where necessary	15
4. Under manager direction, target high areas of contamination to help prevent snatch back of bins and to advise residents about how to not contaminate bins.	10
5. Record and update data to ensure accurate key performance indicators are live and relevant. Ensuring evidence is retained and captured to ensure swift legal outcomes in the cases on continues non-compliance.	10
6. Undertaking other duties that are in line with your remuneration package	5

DIMENSIONS:

Supervisory Management:
None.

Financial Resources:
None

Physical Resources: Workstation

- The use of information systems, office equipment.
- Operational work requires the post holder to spend time in a bending and crouching position, to investigate and inspect accumulations and large deposits of waste. The post holder would be expected to encounter this physical demand every day as part of their day to day operational case load

Working Environment:

- Whilst undertaking inspections / monitoring the post holder will be expected to work outdoors in all weather conditions for approximately 80% of each day. The post holder may be exposed to some unpleasant substances for very short periods on a daily basis but will be supplied with the appropriate PPE.

Agile Working

The Council needs to provide its services more cost effectively and this means a significant number of employees needing to work in different ways and from varying locations according to the needs of their job. In some circumstances this might mean working from home. The concept of employees having a desk of their own at a fixed location has ended.

CONTEXT:

The Public Protection Department carries out a wide range of enforcement and regulatory actions – utilising them robustly to make a positive difference for residents, businesses and people visiting the Borough.

The post is for a fixed term of twelve months based within the Neighbourhood Enforcement Team.

The post holder will be required to work as a member of a fully integrated and flexible team acting as first response to waste issues namely:

- ☐ Bins left out on street
- ☐ Side waste
- ☐ Bin contamination

Dealing directly with members of the public on street providing direct education and engagement with the key aim of resolving poor waste practises and delivering positive outcomes in this regard.

The post holder will therefore be required to explain the relevant waste legislation and deal with individual situations as they occur. The job will involve a high level of on-site face to face conversations at various locations throughout the borough.

The post holder will be required to use their initiative when identifying reasonable solutions and problem solving .Demonstrating good communication skills to ensure compliance at the earliest intervention and detailing specific consequences of continued failure to comply with legislative requirements.

The post holder will be branded as a waste compliance officer whilst carrying out.

The post holder will be required to follow understand processes and procedural requirements when issuing relevant enforcement notices. This will include attending locations, including the homes of residents, on a lone working basis.

The post holders will provide accurate data to enable the delivery of effective enforcement outcomes.

Person Specification: Waste Compliance Officer

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Experience of dealing with customers both on a face to face, telephone and written basis in a sensitive, polite and effective manner.	1,2	Worked in a regulatory or local authority environment.	

	management legislation practices.			
Education and Training	Administration qualification or customer service equivalent experience or training.	1,2,4		
Other Requirements	Able to attend and conduct site visits/meetings/assessments throughout the Borough daily. Able to walk for long periods	1,2 1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equalities Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) and General Data Protection Regulation (2018).