Waste & Recycling Officer

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| About Aberdeen City Council |
| **Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.**  The [Local Outcome Improvement Plan 2016 – 2026](https://communityplanningaberdeen.org.uk/aberdeen-city-local-outcome-improvement-plan-2016-26/) (LOIP) identifies how Aberdeen City Council, together with our [Community Planning Partners](http://communityplanningaberdeen.org.uk/useful-links/), will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:   * Prosperous Economy - Aberdeen has a flourishing, thriving and successful local economy. * Prosperous People - People in Aberdeen are happy, healthy and enjoy positive life outcomes. * Prosperous Place - People experience Aberdeen as the best place to invest, live and visit. * Enabling Technology - Innovative, integrated and transformed public services.   To deliver our promises to the city of Aberdeen, our focus is on:   * Empowering staff to meet priority outcomes * Empowering the communities, we serve to be self-sufficient * Early intervention and prevention of harm to the people, place and economy of Aberdeen * Connecting with citizens, customers and partners through our use of digital * Using data and information to help us understand the demand on the Council and how we can better meet our outcomes * Being entrepreneurial - creative and innovative in how we do our business.   We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.  Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams. |
| About the Operations Function |
| This function brings together the leadership of the ACC ‘inhouse’ delivery functions. It is deliberately aimed at the  removal of service specific silos and behaviours and charged with joining up our delivery, adapting to meet  demand and continuous operational improvement. Services are commissioned through the Commissioning function. |
| About the Operations & Protective Services Cluster |
| Responsible for the delivery of frontline services related to the cleanliness of the City, infrastructure services,  fleet, transport, waste, facilities management, building maintenance and protective services (e.g. environmental health & consumer protection) |
| About the **Waste & Recycling** team |
| The Waste & Recycling team work to deliver a customer focused service in the areas of Waste Collection, Waste Disposal, Waste Awareness and Waste Strategy |

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| About the Role | | | |
| To undertake duties associated with the management of waste and recycling services including compliance with current legislation, monitoring and communication activities. | | **Job Title** | Waste & Recycling Officer |
| **Pay Grade** | 11 |
| **Location** | Altens East |
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| Key Outcomes and Task Examples | | | |
| The post holder will deliver: | Examples of related tasks: | | |
| Undertake activities to address issues of poor participation, contamination, excess waste, incorrect storage of bins, fly tipping etc | * Deliver local campaigns including activities such as surveys and door knocking * Work in partnership with private landlords and housing associations to address tenant compliance issues with respect to waste and recycling services * Raise awareness of waste and recycling services and address community specific issues for residents across Aberdeen and assist householders to use the waste and recycling services by providing advice and guidance on separation, storage and waste reduction/prevention * Liaise with operational staff to ensure lines of communication are well established * Liaison with other organisations such as third sector, community councils, schools, residents associations, etc | | |
| Deliver the waste communications plan across the city | * Contribute to the development of materials and plans for awareness raising * Carry out activities related to awareness raising – e.g. social media management, newsletters * Attendance at relevant events * Devise local action plans and campaigns aimed at improving waste behaviour | | |
| Carry out relevant enforcement and compliance activity | * Liaise with other bodies and services such as SEPA, Environmental Health, Environmental Services, Housing, City Wardens * Act as authorised officer and take appropriate enforcement action in accordance with the relevant waste related legislation * Implement relevant Council policies relating to the Waste & Recycling Service | | |
| Deal with enquiries and complaints | * Respond to enquiries and complaints from residents and resolve problems/issues using initiative and creative thinking and ensure complaints and queries are investigated and progressed per procedures * Carry out site visits as necessary | | |
| Provide support for new initiatives and service changes | * Provide support for rollout of new services and the implementation of new policies * Work on waste and recycling related projects and help with research and monitoring as directed | | |
| Carry out Trade Waste Activities | * Provide support to the Trade Waste Team and liaise with trade customers where necessary | | |

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| Role Requirements | |
| This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements. | |
| Minimum Qualification(s) / Certificates / Memberships etc. required | * Educated to HNC level or equivalent experience * Current UK driving licence |
| As a minimum, demonstrate skills and experience in | * Effective communication, both orally and written, with a range of audiences * Working proactively and with limited direct supervision, while at the same time recognising when matters need to be referred to a more senior officer * Creating and implementing action plans * Working alone or as part of a team * Solving problems using initiative and creative thinking techniques * Interpreting and advising on legislation, policy and processes * Use of IT packages * Presentation skills * Negotiating and influencing skills * Building relationships and positively influencing stakeholders * Working with conflicting demands and deadlines |
| As a minimum, demonstrate an understanding of | * Waste related legislation, guidance and policies * Key waste management priorities |
| Demonstrate commitment to | * The aims and goals of the Aberdeen City Council LOIP/Target Operating Model/Policies and Procedures etc. of ACC * Communicating information clearly and concisely * Promoting positive working relationships * Providing constructive feedback/ advice/ instruction * Investing effort in making a difference to how services are planned and delivered * Work collaboratively across service/ team/ organisational boundaries to deliver excellent customer service * Actively seeking out customer feedback to identify service improvements * Being flexible and willing to support change * Supporting corporate decisions and direction * A fair and consistent approach |
| Other requirements | * Travel as required in relation to the needs of the Service * Work at alternative locations as required * Occasional weekend or evening working may be required |

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| Our Guiding Principles | |
| We are all responsible for the culture we work in, and our Guiding Principles help guide what we expect from each other: | |
| Purpose | We care about our purpose, our people and our city |
| Pride | We take pride in what we do and work to make things better |
| Team | One team, one council, one city |
| Trust | We trust each other and take responsibility |
| Value | We value each other and recognise a job well done |

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| Function | Operations | Version Date | Dec 2019 | | |
| Cluster | Operations & Protective Services | JE Number | 7982 | Capability Framework Level | 1 |