



TRAFFORD
COUNCIL

Waste Minimisation Officer

Role

Service: Waste Services
Band: Band 5
Reporting to: Waste Minimisation Manager
Responsible for: N/A

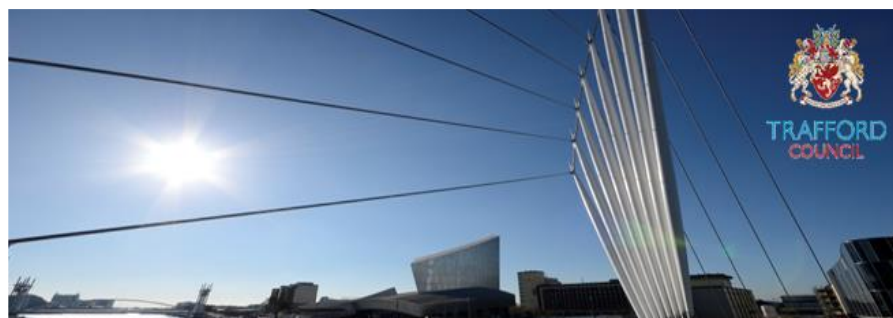
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

This role is essential for Trafford to meet its target of being carbon neutral by 2038. You will deliver projects to encourage behavioural change; reducing waste arising in the residual bin and increasing reuse and recycling in Trafford as well as reducing contamination in recycling bins. In addition to this you will provide client monitoring support and feedback to facilitate accurate reporting of the services delivered through the One Trafford Partnership.

Your Main Priorities

- Promoting waste minimisation, reuse and recycling to residents and businesses of Trafford.
- Assisting in developing waste and recycling improvement campaigns and then executing them in accordance with the agreed objectives and plans.
- Engaging with the public to encourage behaviour change that reduces waste arising and increases recycling and to achieve minimum agreed engagements each year.
- On-site monitoring to confirm service delivery and performance of the service provider.

Key Duties

- Delivering campaigns and pilots in relation to waste minimisation and recycling improvement initiatives
- Engaging with residents, internal and external stakeholders to reduce waste arising and increase reuse and recycling.
- Assisting with the preparation of reports, presentations, crew training and communications material.

- Collecting data, including participation data, to measure performance; review, analyse and communicate outcomes and successes.
- Liaising with Waste Supervisors and Operatives in relation to ground and household waste, recycling information, and providing feedback to the same where required.
- Conducting waste and recycling bin audits at households.
- Using the knowledge from the participation data to encourage increased participation in the kerbside recycling scheme by providing verbal and/or written encouragement and instructional information direct to householders.
- Developing links with social and private housing providers, community groups, voluntary, external organisations and attend meetings as and when required.
- Preparing and delivering presentations/activities to various audiences and assisting in the development of educational/promotional material.
- Receiving and, where applicable, responding to customer enquiries, whether face-to-face, by telephone or letter/email. Where the enquiries are forwarded on, monitoring progress and ensuring responses are sent in a timely fashion.
- Maintaining inspection records in a variety of systems (including manual and electronic) and providing accurate analysis and/or management information.
- Being accountable for ensuring the Health and Safety responsibilities are met in line with risk assessments, safe systems of work and the Council's health and safety policy and procedures.
- Undertaking any other duties commensurate with the grade of the post.

About You

Qualifications and Professional Development

- Educated to A Level, BTEC, HNC/HND, NVQ level 4 standard or combination of formal off the job training plus 2 years' experience in a similar environment
- Evidence of continuing personal and professional development

Experience and Knowledge

- At least 2 years' experience of working in a customer service or service delivery role
- Experience in dealing with customers who may display challenging and disagreeable behaviour.
- Experience of carrying out projects under own initiative with minimum supervision
- Experience of working with different local community groups and other agencies including partnership and joint working
- Knowledge of waste management and waste and recycling collection services
- Have an understanding of numbers and percentages for the manipulation of data and reporting

Skills and abilities

- Proven effective verbal and written communication; able to engage, influence, promote and communicate campaign messages across a diverse audience
- Ability to handle potentially difficult situations in a calm and professional manner
- Establish and maintain excellent working relationships with colleagues at all levels, public, and internal and external stakeholders
- Customer focused approach to service delivery
- Organisational skills; managing and prioritising workloads to meet strict deadlines
- Adept at responding to unexpected problems and situations
- Analytical skills; ability to research, interpret, and present information to support decision-making.
- Confident use of Microsoft Office applications including: Word, Excel and PowerPoint to produce reports, presentations and support the development of promotional material

Special Conditions

- A full and valid driving license
- Ability to work flexibly including carrying out duties outside of regular office hours including evenings, weekends and bank holidays on occasion

Date prepared/revised: 15/03/2022

Prepared/revised by: H Ashcroft/R Pollard

Job Evaluation: 11/03/2022

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.