

Job Profile

Job Title	Recycling & Waste Minimisation Advisor
Salary/Grade	Grade 2
Service	Operations
Reports to	Recycling & Waste Minimisation Officer
Manages/ Supervises	N/A

Job Purpose	To monitor the kerbside refuse and recycling collections and encourage resident participation in, and correct use of, the Council's waste services using a range of appropriate communications including education to recycling and waste reduction.
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Principal Accountabilities

1. Monitor the refuse and recycling collections regarding problems such as excessive waste, non-participation in recycling, recycling container contamination or misuse and other problems caused by residents' lack of understanding of the refuse and recycling collection service.
2. Communicate with residents through letters, phone calls and visits and provide supportive literature to help them use the service correctly. Actively take part in promotional events such as roadshows and talks to encourage residents to become more "waste aware", minimise their waste and increase recycling.
3. Identify areas and households of low recycling performance in liaison with the refuse and recycling collection crews and the Waste Managers; target those households with education and support to improve their recycling performance.
4. Engage with residents via door-to-door canvassing in areas identified as having lower than average participation levels in kerbside recycling, raising awareness and understanding of the refuse and recycling collection service and motivating them to participate.
5. Prepare monitoring and recording sheets to record results of participation monitoring and door stepping, answering questions, opinions and feedback from residents.
6. Assist with data analysis of participation and door stepping.
7. Provide the necessary information and support for the Environmental Protection team to bring about appropriate enforcement action where education, advice and encouragement have not had the desired impact.
8. Assist with the design of promotional materials for residents, such as the collection calendar, leaflets and presentations, in collaboration with the Communications Team.
9. Deliver tailored educational sessions to schools and groups of residents to increase awareness of waste minimisation and recycling. Keep record of such activities and the feedback received.
10. Assist with organising and delivering recycling events, roadshows and education sessions as required.

11. Maintain clear records of actions taken on the Council's databases.
12. Regularly report actions undertaken to the line manager.
13. Record any concerns and complaints from residents and pass them on to the supervisory/management team as appropriate.
14. Arrange for waste and recycling receptacles to be delivered as required.
15. Comply with all legislative requirements including Health & Safety ensuring good practice and standards at all times.

Corporate Accountabilities

- To take responsibility for maintaining own health and attendance.
- To support, contribute and comply with quality and governance procedures as directed by management.
- To apply and actively promote the principles of the Council's Equal Opportunities Policy in all areas of employment and service delivery.
- Any other associated duties detailed by Head of Service or his representative.
- To advise Line manager if, at any time, the above duties and responsibilities cannot be performed.
- Any other duties as required to support the business, including maintaining business continuity and during civil emergencies.
- To apply and actively promote the principles of the Council's Safeguarding Procedure in all areas of employment and service delivery.

Skills, Knowledge and Experience (Tested at application and interview stage)

- Good educational background (4 GCSEs) or relevant experience.
- An understanding and interest in waste management, the environment and the importance of recycling and waste minimisation.
- Experience of data collection and recording.
- Experience of working with the public (including face-to-face) and confidence with public speaking.
- Excellent face-to-face communications skills including the ability to overcome negative responses in a positive and friendly way.
- Negotiation skills and the ability to persuade residents to change behaviours in order to start/increase their recycling and prevent environmental problems.
- Professional attitude, self-motivation and the ability to meet targets.
- Ability to work in a small team without supervision.
- Willing to work outdoors in all weather conditions (walking from household to household during monitoring of collections and when visiting/door stepping households).
- Prepared to be flexible with working hours between 6:30am and 5pm. Occasional evening and weekend working may be required to attend events such as talks to evening community groups and weekend roadshows.
- Current full driving licence required and own vehicle desirable, as many of the tasks require car transport.

Competencies

(Tested at interview stage)

Communicating Effectively

Demonstrate the effective use of the range of communication methods available: written, spoken, electronic, and use these methods in appropriate ways suitable to the context and situation

- present spoken communication in a polite, friendly and respectful manner seeking to ensure mutual understanding
- listen well and seek clarification and understanding, avoiding jumping to conclusions or making assumptions
- present information and ideas in a clear and understandable way which avoids jargon
- seek to understand the communication needs of colleagues and customers, being mindful of equality issues and the diverse needs of the range of people we work with
- choose the most appropriate method of communication for the situation, seeking to avoid using one fixed style or approach

Performing efficiently and effectively

Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results. Staff should challenge themselves and others to perform well, and to adhere to the Council's performance management systems

- ensure that all work carried out by you is in line with business and service plans and supports the overall aims and ambition of the Council
- plan your workload effectively, reporting achievements, and problems to appropriate managers and project leaders
- see tasks and objectives through to completion
- approach challenges with drive and enthusiasm
- strive for continuous improvement in your work and manage your learning and development to enable you to perform to the best of your ability

Using and managing resources efficiently and effectively

Demonstrate the effective and efficient use of the full range of resources used in and by the Council including time, finances, staffing, equipment, information, materials, buildings, etc.

- take responsibility for managing your time, seeking efficient ways to carry out your work, maximising your output and minimising wastage
- use and acquire materials effectively and efficiently minimising wastage, recycling where possible, and striving for cost effectiveness
- seek out ways to improve the use of resources

Engaging with the customer

Understand the needs and requirements of their customers, to provide excellent customer service, and to involve customers in the improvement of services

- provide a helpful and friendly service to customers both internally and externally
- take responsibility for following up on enquiries and solving customer issues
- make efforts to fully understand the customer's needs and avoid assuming that "we know best"
- ensure that you have a full understanding of the needs and requirements of the customer
- seek feedback from internal and external customers on the effectiveness and efficiency of the service you provide

Working well together

Actively foster good working relationships with colleagues and customers in order to collectively achieve the Council's direction and ambition

- co-operate and work well with colleagues at all levels of the organisation seeking collective responsibility for the achievement of goals
- demonstrate consideration, and respect for other's feelings and opinions and avoid judging and making assumptions
- maintain positive working relationships with external contacts in order to maintain the reputation of the Council
- seek to actively solve problems and avoid passing the issue on to others or leaving the problem unresolved
- demonstrate self-awareness of your style of working and develop flexibility and adaptability in order to work well with others

Other Conditions			
Does this post require a DBS check	No	Is this a politically restricted Post:	No
Is this post entitled to a lease car	No	Is this post entitled to a casual car allowance	Yes
Job profile update	June 2019		

Values and Behaviours

Braintree District Council has developed values and behaviours which demonstrate and measure what we expect to see from our staff. These are used in performance reviews, induction, the apprentice programme and learning & development interventions.

We call them **PRIDE**:

P - Perform well and get things done

We will:	We will not:
Take responsibility for our actions and be accountable	Be negative or disruptive
Be positive, show enthusiasm and energy - it's infectious	Be resistant to change
Be flexible and adaptable to get things done	Put things off or ignore colleagues and customers
Work well together and be committed to what we do	Fail to manage our own performance

R - Respect and value customers and staff

We will:	We will not:
Be open and honest	Be unhelpful or say 'It's not my job'
Listen and focus on customers' needs	Say one thing and do another
Be open-minded and treat everyone fairly	Disregard the views and opinions of others
	Support or tolerate a blame culture

I - Improve and learn

We will:	We will not:
Create opportunities for everyone to improve	Cover up our mistakes
Take ownership for our own development	Keep getting the same things wrong
Share lessons learnt and help colleagues	Ignore customer feedback
Welcome questions and challenges to help us do things better	

D - Deliver that bit extra

We will:	We will not:
Focus on solutions, not problems	Stick to methods that don't work or are outdated
Be open to new ideas and aim high	Make promises we can't keep
Have a 'can do' attitude	Work in isolation and only care about our own jobs
Be proud of what we do	

E - Efficient and effective

We will:	We will not:
Make the best use of the resources available to us	Waste resources
Communicate clearly with the right people at the right time	Be unhelpful or rude
Respond promptly to customers' requests	Be closed-minded and say 'I've always done it this way'
Seek new ways of working to do our jobs more effectively	Undermine change or improvements