

Job Outline

Post:	Waste Management Assistant - Engagement
Location:	Dingwall/Inverness with Hybrid working
Hours:	35 hours per week
Duration:	Permanent
Service:	Communities & Place
Grade:	HC 6 (£32,596.20)
Contact Name:	Imogen Percy-Bell
Contact email:	Imogen.percy-bell@highland.gov.uk

Job Purpose

To successfully engage with the public throughout the Highland Council area to promote the Council's recycling and waste services, and waste prevention/reuse initiatives.

To engage with business owners across the Highland Council region to ensure compliance with national waste Duty of Care legislation.

Job Description – Key Duties and Responsibilities

1. Assist with engagement activities including door knocking, delivering talks to communities and attending community events to promote the use of the Council's kerbside recycling service, Household Waste Recycling Centres and Recycling Points.
2. Assist with the identification and investigation of any breaches in Duty of Care waste legislation as set out in the Environmental Protection Act 1990 from business waste producers across the region and undertake appropriate education and enforcement action.

3. Deliver waste education talks and activities at schools and colleges across the region.
4. Carry out monitoring and reporting on recycling and waste collection services.
5. Support the roll-out of new waste and recycling collection services introduced across Highland region.
6. Promote waste prevention and re-use initiatives to a wide range of audiences including householders, communities, school groups and businesses.
7. Assist with administration processes relating to business and garden waste, including record keeping, preparation of correspondence and liaison with relevant colleagues and external stakeholders.
8. Respond to a high volume of enquiries via e-mail and telephone.

Other Duties

The postholder may be required to undertake any other duties appropriate to the level of the post. Duties and responsibilities will vary from time to time.

Special Features:

Due to the nature of the work you will be involved in, there will be some working outwith normal office hours including some weekends. You will be expected to travel for work throughout the Highland region (vehicle will be supplied) with planned overnight stays.

Person Specification

Essential Attributes

1. Previous experience in community engagement, customer services, marketing, enforcement or waste communications role.
2. Understanding and interest in the benefits of recycling and responsible consumption.
3. Good analytical and problem-solving skills and the ability to apply national regulations and Council policy to complex situations.
4. Self-confidence and excellent interpersonal and communication skills.
5. Ability to present complex subject matter, orally and in writing, in an accessible format (including making best use of ICT)
6. Excellent knowledge and ability to make proficient use of ICT including Excel and Word
7. Ability to organise and plan activities to meet deadlines and achieve targets.
8. Ability to contribute to a successful team and to build successful working partnerships.
9. You will be expected to travel efficiently and effectively between various work locations within Highland to meet the operational requirements of the Service, possession of a clean driving licence is therefore required.

Further Information:

You should be a team player by nature, with excellent communication skills. Self-motivation, the ability to work on your own initiative and the resilience to work under pressure to meet agreed deadlines are essential.

Employee Benefits

The Highland Council is committed to their employees and offers an excellent benefit package that can include:

- Flexible working patterns including both full-time and part-time opportunities. We want to accommodate the right candidate for the post and we are able to assist life style choices and other commitments you may have. For example:
seasonal compressed hours
- Competitive salary with an incremental scale and annual pay review.
- Wide range of learning and development opportunities with an annual review to discuss career opportunities and progression.
- 27 days paid holiday plus 7 Public paid holiday (pro rata for part-time staff), rising to 32 days paid holiday (pro rata for part-time staff) after 5 years continuous service at the commencement of the next leave year.
- Pension Scheme, including employers contribution of 19.5%
- A genuine commitment to the health and wellbeing of our employees with access to the new Employee Assistance Programme.
- Family Friendly staff policies including Parental Leave.
- Employee discount/reward schemes from major and local retailers.
- Cycle to Work scheme.

Health and Safety

Health & Safety is an integral part of any role within the Highland Council. As such we would expect that all employees:

- Become familiar with Violent Incident and Accident reporting procedures and comply with them.
- Undertake a continual program of Risk Assessment in relation to their role within Highland Council.
- Have an understanding of the importance of Health and Safety in the workplace and familiarise themselves with the Highland Council's Health & Safety Procedures.

