**JOB DESCRIPTION**

## SECTION A JOB DEFINITION

**Job Title:** Commercial Waste Officer
**Section:** Waste Management
**Service:** Waste Management Service
**Location:** Dalgrain, Grangemouth
**Grade:** G
**Post Ref:** DS2719

## SECTION B ORGANISATIONAL RELATIONSHIP

The Commercial Waste Officer will operate as part of the Waste Strategy Team reporting directly to the Waste Strategy Co-ordinator. The post holder will also work closely with other Council officers, services and external and organisations with a waste management, prevention, reduction, reuse and recycling remit.

## SECTION C JOB PURPOSE

The Commercial Waste Officer is responsible for promoting and developing the council's commercial waste service by delivering and developing marketing resources designed to deliver the aims of the Council's commercial strategy which aligns to the appropriate management of waste as contained within the Council Litter Strategy and Litter Prevention Action Plan. The Commercial Waste Officer is responsible for managing current customer accounts to ensure service is provided to a continuous high standard. Where required any issues will be resolved/rectified.

Additionally the Commercial Waste Officer will carry out regular patrols to ensure businesses are meeting their legislative requirements of separating and storing waste appropriately and will enforce relevant environmental legislation by investigating and gathering evidence for prosecution and issuing fixed penalty notices and warnings. The Commercial Waste Officer will work with both internal services and external stakeholders to raise awareness of Litter Strategy objectives to support and achieve positive behaviour across the Falkirk business community. The Commercial Waste Officer will through market awareness and understanding, identify opportunity for commercial strategy development and service delivery improvement.

## SECTION D KEY RESPONSIBILITIES

- Develop and deliver a range of materials, for stakeholder use, both internal and external to the Council, with developed materials used across a range of platforms to identify, target and develop areas for service growth.

- Co-ordinate the development and maintenance of a range of communication materials to support waste minimisation and waste prevention initiatives within commercial premises. Provide customers and prospective customers with tailored professional advice regarding their individual collection requirements by means of carrying out a waste audit

- Manage all commercial waste enquiries, and complaints to promote, secure, retain and develop new contract arrangements which maximise recycling and minimise landfill.

- Liaise regularly and routinely with contracted customers to ensure any issues relating to storage, presentation and servicing of requirements is problem free, and engage with all stakeholders to resolve any identified issues, to ensure a high level of service delivery and maintain customer satisfaction.

- Engage with colleagues and external bodies to achieve Council Litter Strategy targets, aims and objectives.

- Carry out regular patrols throughout the Council area to monitor, detect and where necessary take enforcement action in relation to environmental legislation breaches.

- Co-ordinate and regularly report to management commercial service progress /outcomes achieved.

- Undertake project work in relation to waste service aims and service development. Identify through continuous development/use/review of route planning software opportunities for increased route maximisation and service efficiency.

- Contribute though local market analysis to commercial waste strategy development, ensuring the commercial service is fit for purpose.

- Link with cross council colleagues to maximise commercial service awareness to promote and advocate positive behaviours across Falkirk Council communities. Develop and programme/schedule social media and printed media service promotion.

- Promote commercial waste service and business waste legislative requirements by developing, delivering presentations & conducting tailored training sessions to individual businesses, community and professional body events.

- Provide assistance to the Waste Strategy Co-ordinator as required.

This list is not exhaustive and gives an indication of the main duties of the postholder. These may develop though time, following consultation with the postholder, as a result of service developments or the introduction of new management arrangements.

## SECTION E ACCOUNTABILITY

The Commercial Waste Officer is based in Grangemouth (Dalgrain) and will report to the Waste Strategy Co-ordinator.

## SECTION F KNOWLEDGE, SKILLS AND EXPERTISE

The postholder will require:

### Essential

- To have practical experience of developing communication materials, and management of customer relationships
- To be an excellent communicator, both written and oral.
- Must have the ability to be mobile throughout the Council area.
- Experience in developing, securing and maintaining commercial relationships
- A degree or equivalent qualification in a related subject area.
- Experience of customer relationship management systems, waste management and financial management systems
- Proficient in the use of spreadsheets, database and internet related software.

**Desirable**

- To have knowledge of waste prevention and waste minimisation strategies.
- To have knowledge of waste management legislation
- Experience of partnership working.

## SECTION G DEMANDS

The Commercial Waste Officer will be expected to:

- demonstrate a high level of initiative, commitment, professional judgement and creative thinking in pursuit of objectives
- be able to contribute to the development of agreed action plans in response to evolving Litter Strategy objectives
- be able to work to independently
- be able to work to given timescales
- be able to communicate effectively and tactfully
- be flexible, adaptable.
- be a team player
- develop good relationships and liaise regularly with colleagues and key stakeholders
- be positive, enthusiastic and encouraging

## SECTION H COMMUNICATIONS AND CONTACTS

**Internal and external** there will be regular verbal and written contact with stakeholders, both internal and external.

## SECTION I ENVIRONMENT

While based at Dalgrain Depot the Commercial Waste Officer will regularly visit organisations and travel throughout the Council area using a Council vehicle. Occasional attendance at meetings and events outside normal working hours is likely to be required.