Role Profile

Post Title:	**Waste Awareness Officer**
Grade:	**6**
Date Created:	**13th October 2022**

ROLE DEFINITION

To assist in the delivery of an efficient and effective Waste Awareness function which positively promotes sustainable waste management. Contribute to the achievement of the Council's Waste Strategy objectives and the aspirations and statutory targets of the Zero Waste Plan and associated regulations. Promote all aspects of sustainable waste management and assist in the administration, development, and implementation of waste and recycling services for the council.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Assist in the delivery of an efficient and effective Waste Awareness function.
- Attend information days and community events to deliver information to the general public, businesses, schools, community groups, internal services and other stakeholders.
- Liaise with the Customer Contact Centre regarding service enquiries and complaints and assist in their handling and resolution, including preparing responses and updating the Council's CRM system.
- Attend internal and external working groups as required.
- Liaise with the general public, businesses, schools, community groups, internal services and other stakeholders regarding waste prevention, reuse and recycling.

- Assist in the effective and efficient production and delivery of waste awareness material and media for the promotion of existing and new waste management projects and initiatives.
- Assist in the assessment, approval, delivery and recording of waste and recycling containers to households and businesses.
- Promote and develop waste awareness to the public, businesses, schools, community groups, internal services and other stakeholders by identifying, developing and utilising suitable mechanisms and media.
- Promote the council's waste and recycling collections, liaising with the public, businesses, schools, community groups, internal services and other stakeholders
- Promote, develop and administrate internal waste prevention, reuse and recycling services and initiatives.
- Assist in the review and monitoring of service participation and contamination levels across the Waste Resources Service and plan and assist in waste awareness and education activities in order to improve performance levels by engaging and educating the general public, businesses, schools, community groups, internal services and other stakeholders.
- Assist in the development of content for the Council's web site and intranet in relation to waste and recycling.
- Assist in the development of alternative waste management systems for the separation and collection of waste.
- Assist in the operation and maintenance of the Waste Management ICT System and associated processes.
- Assist in the delivery of the Council's waste strategy to ensure the successful implementation of waste and recycling services to meet Zero Waste targets.
- Assist in the delivery and implementation of the Service Plan, Operational Plan and Communication Plan.
- Undertake work out with normal working hours as required.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• 3 National 5 qualifications or SVQ 2 in a relevant discipline or equivalent OR equivalent experience	• HNC Waste Management or equivalent (or working towards)	• Application Form • Interview
Experience	• Liaising with a range of stakeholders • Use of Microsoft packages including Powerpoint	• Working on waste awareness activities and projects • Working on communication and awareness campaigns • Working with young people and children in education and awareness	• Application Form • References • Interview
Specialist Knowledge	• Understanding of waste management policy and legislation	• Current local and national waste initiatives and the stakeholders involved • Curriculum for Excellence and the Eco-Schools programme	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Presentation skills • Written and verbal communication skills • Numeracy skills	• Ability to plan, prepare and implement waste management projects and initiatives.	• Application Form • References • Interview

	• Ability to prioritise own workload and work to deadline.		
Other	• Ability to work flexibly.	• Full driving licence. • Ability to work weekends where required.	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind