

JOB DESCRIPTION

JOB TITLE:	Waste Services Team Leader	JE NUMBER: A13445
DIRECTORATE:	Environmental Services	BAND: 7
RESPONSIBLE TO:	Environmental Services Co-ordinator	
RESPONSIBLE FOR:	Waste Services Officers	
MAIN PURPOSE OF POST:	<p>To ensure that the Waste Management function and Waste Collection Services are delivered in an efficient and customer focused manner.</p> <p>To act as a point of contact for service users, contractors, and council colleagues.</p> <p>Lead the waste services team to ensure services are professionally delivered, are customer focussed and provide excellent value for money.</p> <p>To make a proactive and positive contribution to the overall development, commercialisation and reputation of the service</p>	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Responsibility for the maintenance, accuracy and integrity of relevant information contained on the Agresso Debtor Financial Management System and the trade module of the MVM Waste Contract Payment System. Process data and information. Produce waste related reports and statistics as required.
2.	To administer the Council's Commercial Waste Service including ensuring accurate financial and contract payment details, resolution of customer enquiries/complaints , amendments to contracts and cancellations, monitoring debts and initiating debt recovery, monitoring return and legal compliance of Duty of Care Waste Transfer Notes.
3.	Lead the waste services team effectively. Carry out regular one to one and team meetings. Undertake relevant HR functions e.g sickness absence management.
4.	Ensure that appropriate arrangements are in place, and operational, which fulfil the authority's responsibilities concerning health and safety. Support the effective investigation of any accidents and any recommendations for improvement.
5.	To coordinate action required to resolve waste collection issues, where an escalation to team leader level is required. Ensure day to day Waste Management enquiries and cases receive an appropriate response. Provide regular updates regarding this to the Environmental Services Co-ordinator.
6.	To deal efficiently with waste related enquiries/requests/complaints from members of the public, call centre, elected members, other council departments, contractors, and other stakeholders to promote customer satisfaction. Advise residents of the Council's waste collection policy and legal duties.

7.	when requested by community groups etc, attend events to provide information advice and guidance regarding correct waste disposal and recycling.
8.	visit business locations to help resolve waste collection issues including reports of contaminated bins, bin capacity, presentation points and other issues.
9.	Keep up to date with developments in the waste management sector and ensure senior managers are aware of important developments.
10.	Assist in the development and promotion of new waste collection practices which arise from legislative changes
11.	Oversee the Co-ordination of annual publicity and events for national recycling week, and similar annual events.
12.	Any other duties which are equal/similar to the responsibility level and grade of the post.

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change

The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	x
Vetting Checks e.g. Disclosure and Barring Service (DBS)	YES		NO	x
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	x	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	x	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Waste Projects Officer	JE NUMBER:	A13445
DIRECTORATE:	Environmental Services	DATE:	April 2025

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	Good organisational and problem solving skills.	Application Form
•	Ability to work unsupervised and use initiative to prioritise workload and meet deadlines.	Application Form
•	An excellent team worker who can deal with working in a front line service with competing demands and challenging situations	Application Form
•	Confident when speaking with people on the telephone and face to face.	Application Form
•	Confident in writing emails and letters where appropriate.	Application Form
•	Ability to be creative and innovative, not afraid to suggest new ideas and take initiative	Application Form
•	Flexible and versatile and willing to carry out a wide range of duties.	Application Form
•	Willingness to learn new skills and adopt new ideas.	Application Form
•	Computer literate with experience of Microsoft office, email and database use.	Application Form
Desirable		
•	Knowledge of financial and accounting systems.	Application Form/interview
•	Knowledge of Waste Management.	Application Form/interview
EXPERIENCE		
Essential		

•	Experience of working in a busy office environment.	Application Form/interview
•	Customer service/interaction experience.	Application Form/interview
•	Experience in delivering projects and initiatives.	Application Form/interview

Desirable

•	Experience of working in local government and/or a waste management service.	Application Form/interview
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QUALIFICATIONS

Essential

•	5 grade A* to C GCSE or equivalent to include Maths and English	certificates
•	A recognised IT qualification such as ECDL	certificates

Desirable

•	Waste management related training/qualification	certificates
•	Advanced IT qualification	certificates
•	Marketing/publicity qualification	certificates

OTHER REQUIREMENTS

Essential

•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

COMPETENCY REQUIREMENT:

Seeing the Big Picture	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing	Interview
Level: 1		

	<p>your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	
Changing and Improving	People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.	Interview
Level: 1	<p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	
Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.	Interview
Level: 1	<p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	
Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all.	Interview
Level: 1	<p>For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	
Collaborating and Partnering	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information	Interview

Level: 1	<p>appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.</p>	
Developing self and others		Interview
Level: 1	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change.</p>	
Delivering Value for Money		Interview
Level: 1	<p>Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available.</p>	
Managing a Quality Service		Interview
Level: 1	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services.</p>	

Delivering at Pace	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p>	Interview
Level: 1	<p>For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly.</p>	