

Job Title: Recycling Improvement Technician

Post Number:

Service / Section: Highways, Waste and Property - Waste Management

Grade: 4

Overall Job Purpose:

Provide front line support in assisting the Council's Waste Management Section in the implementation of its new Recycling & Waste Strategic Plan. Specifically, implementation of several service improvements to reduce residual waste and maximise recycling at the kerbside.

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

Main Duties / Responsibilities:

1. To provide front line assistance with the implementation of several service improvements to reduce residual waste and maximise recycling at the kerbside. These to include the following:
 - Remove as many temporary 'clear-all' waste collection points as possible.
 - Review permanent communal collection points to maximise recycling (typically flats, where opportunities for black bag misuse is increased and recycling opportunities are sometimes limited e.g. due to the design of storage compounds and abuse by some householders).
 - Introduce targeted communications campaigns
 - Monitor the Council's no side waste policy
 - Review bin capacity provision and remove additional bins when identified at the kerbside;
 - Reduce trade waste abuse
 - Increase capture of targeted recycling material
 - Review contamination and missed collections procedure
 - Review crew monitoring, supervision and training
2. To monitor the performance of contractors appointed by the Council to ensure compliance with any waste management policies or other related contract and/or works.
3. To investigate complaints, concerns and service requests and take appropriate action to secure remediation in accordance with any performance standards and specifications set out in the relevant contracts.

4. To monitor householders to ensure compliance with Council procedures, policies and any legislation and provide advice where appropriate.
5. Arrange for contractors to carry out any necessary minor repairs or services related to the work of the Waste Management Section (e.g. siting litter bins & signs, siting additional recycling containers, arranging repairs, organising waste and recycling to be collected, litter clearances etc).
6. To respond to all relevant requests for information (i.e. in person, by phone, e- mail and by letter).
7. To be responsible for monitoring the health and safety of contractors employed by the Council whilst performing their duties and assist in taking the necessary steps to remedy any shortfall. To audit any health and safety information prepared by contractors. To assist in carrying out the appropriate risk assessments in relation to the work of the Waste Management Section.
8. To maintain up to date and accurate electronic and paper records of all work activities. To manage all relevant data including completing an up to date diary of activities/actions and ensuring all information relating to the use of the Council's data management system is kept current and correct.
9. To assist with investigating instances of fly-tipping and littering (including the physical inspection of waste for evidence etc) and take the appropriate action and escalate to WMOs where necessary.
10. To ensure that commercial traders comply with the 'Duty of Care' regulations for the waste that they produce. Investigate instances where traders dispose of their waste into the household waste stream (e.g. next to public litter bins) and assist with any appropriate enforcement action. To actively work with other agencies and bodies e.g. Natural Resources Wales.
11. To actively promote the work of the Waste Management Section.
12. To monitor recycling performance (e.g. waste/recycling from Council buildings), participation and customer feedback by conducting house to house surveys and questionnaires and providing advice to households and building managers that are not performing well or not participating.
13. To carry out any relevant survey work related to the work of the Waste Management Section.
14. To facilitate and take part in 'community clean up' projects or similar.
15. Using a vehicle provided by the Council, collect and deliver items related to the work of the Waste Management Section e.g. litter bins, recycling containers wheeled bins, materials and equipment.
16. To attend any meetings related to the work of the Section.
17. To attend any training courses required to perform the required duties.
18. Any other duties commensurate with the grade of the post.

<u>Person Specification:</u>		Essential (E) Desirable (D)
<u>Education and Training</u>		
The minimum educational requirements/professional or vocational qualifications for the post: <ol style="list-style-type: none"> 1. 5 GCSEs /HNC or equivalent. 2. Contract management training 3. Communications campaign / Marketing qualification or training 		E D D
Any specific training required for the post including Certification: None		
<u>Key Competence Requirements</u>		
Job related knowledge: <ol style="list-style-type: none"> 1. Proficient in using computer software packages 2. Experience of monitoring the work of others. 3. Experience of working with the public to deliver targeted information. 4. Experience of working in waste management/recycling 5. Experience of helping to change systems/processes that impact large numbers of people. 		E E E D D
Specific skills:		
<ol style="list-style-type: none"> 1. Good persuasion skills. 2. Good Communication skills both verbal and written, with proven excellence in customer services. 3. A good understanding of waste/recycling services. 4. Full driving licence 		E E D E
<u>Position in the Organisation:</u>		
Reports to:	Recycling Improvement Supervisor	
Staff Supervised:	None	

Working Arrangements and Conditions:

Working Week:	Any 5 out of 7 Monday – Sunday
Identified Work Base:	Anglesey
Contracted Hours:	37 Note: There will be a need to work alongside the Council's Waste & Recycling Collections contractor on a daily basis. This means there will be a requirement to start work early each day prior to/during waste/recycling collections. The likely start time will be between 6am and 7am each day with finishing times adjusted accordingly to average out 37 hours per week.

Language Requirements

Welsh Language Skills (Please see the skills framework attached)

Listening (Tick One)		Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input checked="" type="checkbox"/>	Level 5 <input type="checkbox"/>
Reading (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input checked="" type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input type="checkbox"/>
Speaking (Tick One)		Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input checked="" type="checkbox"/>	Level 5 <input type="checkbox"/>
Writing (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input checked="" type="checkbox"/>	Level 4 <input type="checkbox"/>	Level 5 <input type="checkbox"/>

English Language Skills (Please see the skills framework attached)

Listening (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input checked="" type="checkbox"/>	Level 5 <input type="checkbox"/>
Reading (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input checked="" type="checkbox"/>	Level 5 <input type="checkbox"/>

Speaking (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input checked="" type="checkbox"/>	Level 5 <input type="checkbox"/>
Writing (Tick One)	Level 0 <input type="checkbox"/>	Level 1 <input type="checkbox"/>	Level 2 <input type="checkbox"/>	Level 3 <input type="checkbox"/>	Level 4 <input checked="" type="checkbox"/>	Level 5 <input type="checkbox"/>

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: 8 June 2023

Language Skills - Workplace Assessment Levels

(i) Listening

0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary

(iv) Writing:

0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in terms of revision
5	Skilled – able to compete written work without the need for revision