CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Place** | **SERVICE GROUP: Waste Services** |
| **POST TITLE: Senior Compliance & Contracts Officer** | **REPORTS TO: Waste Compliance & Data Manager** |
| **GRADE: SO2** | **SAP POSITION NUMBER :**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:**  |
| 1. To support and assist the Waste Compliance & Data Manager and Principal Officer in providing support to all sections within Waste Services on all aspects of the service from frontline service provision, recording, analysing and reporting data.
2. Contract monitor and support with procurement of multiple service contracts within a £20m budget, and be a source of expertise on contractual specifications and KPIs needed to support Waste Services
3. To manage the day to day Clinical Waste Collection Service for the whole district. Specifically, line management of two Monitoring & Support Officers and business/service development with a view to increasing revenue.
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| **Main Responsibilities of Post:**  |
| 1. To support and assist the Waste Compliance & Data Manager in monitoring and managing operational performance, maintaining records, reporting of complex statistical data.
2. To represent the Authority at internal and external networking events, conferences and meetings as required.
3. Manage the Clinical Waste Service provision to domestic/commercial properties and other departments by providing technical, financial and customer support for the Clinical Waste Service.
4. To support and assist the Waste Compliance & Data Manager in the development of the business processes within Waste Services. To identify actual or possible problems within the processes, and look at possible improvements (e.g. ICT developments. contracts; best practise
5. Deal with complex problems on a regular basis, frequently using own initiative to reach creative solutions, or making recommendations to the Departmental Management Team. Inclusive of sourcing alternative staff, vehicles and contracts to ensure daily outlets for collected waste are maintained.
6. Assist and support with preparation and presentation of reports and statistics to Senior Management, professional/statutory organisations including the Environment Agency, DEFRA and other bodies or meetings as required. Inclusive of involvement and support at business meetings, committee meetings, contract reviews and evaluation of bids.
7. Support the Waste Compliance & Data Manager in meeting the Council’s statutory obligations, ensuring they are being complied with regards to the Environmental Protection Act’s Code of Practice on litter and refuse, Waste Collection /Disposal and any other regulations.
8. Develop and support the wheelie bin delivery/maintenance service, ensuring customer records, property database, electronic in-vehicle communications, wheelie bin stock database for domestic/business properties are maintained.
9. Assist and support the Waste Compliance & Data Manager in the development/management of electronic scheduling, routing of vehicles and field mobile data solutions.
10. Manage the day to day routing and operation of two Clinical Waste collection staff and vehicles to meet contractual and regulatory obligations.
11. Raise invoices and receive payments for the Clinical Waste Service and all other traded services as required. Reconcile and certify contractual invoices and perform regular audits of invoices raised for all traded services.
12. Day to day management and support of customer, supplier and contractor enquiries via telephone, letter or email and make personal visits to all as and when required.
13. Provide support to Council Contact Staff using Fusion technology to monitor waste collection service. Use the councils CRM software system to manage customer enquiries, complaints and reports as they pertain to service requirements.
14. To deputise for the Waste Compliance & Data Manager when required, overseeing management of traded services, staff, budgets and making key decisions on service delivery whilst ensuring regulatory compliance.
15. To support and assist the Contracts & Procurement Manager covering multiple contracts across Waste Services with a total spend of circa £20m. Inclusive of support with tender documentation, electronic tendering, evaluation of bids and evaluation and subsequent contract monitoring of contracts ranging from £50k to £18m per annum.
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| **Structure:** |
| **Special Knowledge Requirement: Will be used for shortlisting.**  |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**.  |
|   | **Essential** |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public, (e.g. clinical service users) – where the person is able to demonstrate that they can during the interview:a) Can express themselves fluently and spontaneously, almost effortlesslyb) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language | X |
| Carries out the working practices, procedures and basic operations across a specialist area – i.e. clinical waste, waste collections/disposal and contracts/procurement. | X |
| Understands and applies health and safety working practices, including risk in own area of work and or across other areas of work in Waste Services. | X |
| Uses a wide range of computer applications such as: SAP, Elemos, SharePoint, Word, databases , spreadsheets, internet & email. | X |
| Oversees or contributes to the management of a budget , keeping costs within agreed levels for own section/team | X |
| Knows and understands how to analyse, interpret and present waste industry legislation and financial information from a variety of sources | X |
| Knowledge of Clinical Waste collection, disposal and reporting regulations. | X |
| To act in the absence of the Waste Compliance & Data Manager for issues relating to Clinical Waste, staffing, budgets and other projects. | X |
| Make day to day decisions in relation to Clinical Waste collections, procurement, contracts and projects. | X |
| Responsible to the Waste Compliance & Data Manager, working within a broad spectrum of policy guidelines with a high degree of delegated authority. | X |

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| **Relevant experience requirement: Will be used for shortlisting**  |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the Advanced threshold level outlined under Special Knowledge above. Experience in a supervisory / managerial setting where advising and decision making on complex matters and service provision is a main feature.Experience of working within the Waste Management Industry and Clinical Waste / waste disposal contracts in particular. |
| **Relevant professional qualifications requirement: Will be used for shortlisting**  |
| Educated to relevant NVQ Level 4 and / or demonstrable experience to operate at this level in a Waste Management environment. |
| **Core Employee competencies at manager level to be used at the interview stage.**  |
| **Carries Out Performance Management –** covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and at a high standard.  |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.  |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.   |

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| **Management Competencies: to be used at the interview stage.**  |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. |
| **Working Conditions:**   |
| Must be able to work evenings, weekends and Bank Holidays as required by the needs of the service. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
| Must have a driving licence and access to a vehicle for business use and be prepared to travel to sites around the district. |
| **Special Conditions:**  |
| You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process. |
| **Compiled by: Steve Morris****Date:17/03/2022** | **Grade Assessment** **15/06/2022** | **Post Grade:** **SO2** |