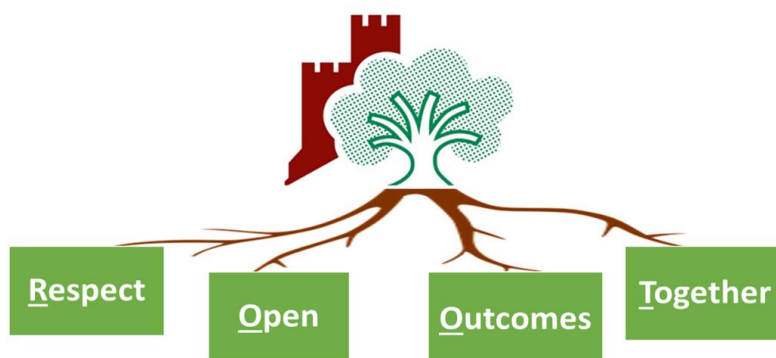


JOB DESCRIPTION



DIRECTORATE	Business Operations
SERVICE	Community and Economy
POST NUMBER	TBC
POST TITLE	Senior Waste and Street Scene Services Officer
POST GRADE	LSO
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally. A full current driving licence is required. The post holder must be able to travel throughout the district to carry out regular site inspections, compliance checks and operational duties at short notice, including locations not accessible by public transport.
RESPONSIBLE TO	Waste and Street Scene Services Manager
RESPONSIBLE FOR	Provide guidance and oversight to officers and administrative staff supporting the service
JOB PURPOSE	To lead and support the client-side management of the Council's waste, recycling and street cleansing services, including associated cleansing and maintenance contracts. The post holder is responsible for overseeing day-to-day service delivery through external contractors, ensuring full compliance with contractual requirements, statutory duties and agreed performance standards, and that the Council achieves value for money. The role acts as a key point of accountability for operational service performance, providing oversight of contractor management, performance monitoring, financial validation and health and safety compliance. It works closely with the Waste Services Manager to maintain robust contract management arrangements and drive continuous service improvement. The post holder plays a central role in securing a clean, safe and well-managed environment for residents, businesses and visitors. This includes providing advice, support and education, and using enforcement where appropriate to ensure compliance with environmental legislation and local standards.

RDC Values and Target Operating Model Principles



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focussed on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
1	Lead and oversee the delivery of waste, recycling and street cleansing services, making sure they meet contract requirements, legal duties and agreed standards.
2	Act as the Council's main contact for contractors, building strong working relationships and setting clear expectations on performance and service delivery.
3	Monitor contractor performance, identify where standards fall short, and agree and track actions to put this right.
4	Plan and carry out a clear programme of inspections and compliance checks to make sure services delivered match those paid for.
5	Check, challenge and approve contractor payments, including monthly variable data, making sure claims align with service data and contract terms and provide value for money. Issue contract defaults where needed.
6	Oversee day-to-day service delivery, including household collections, street cleaning, fly tip removal and related services, and make sure issues are resolved quickly.
7	Co-ordinate services to support events and busy periods so increased visitors do not reduce local environmental quality.
8	Manage and monitor the public convenience contract, including inspections, repairs, improvements and projects, to keep standards high for all users.
9	Check that contractors meet health and safety requirements, identify risks and make sure action is taken to keep people safe.
10	Lead the handling of service issues, complaints and councillor enquiries, making sure responses are clear, timely and lead to service improvement.

11	Support enforcement work by helping investigate environmental offences such as fly tipping and waste breaches, and make sure evidence is recorded properly.
12	Keep accurate and up-to-date records for service performance, contract management and financial validation. This includes completing statutory returns such as WasteDataFlow, aligning and checking monthly contract variables, and making sure data supports clear reporting and decision making.
13	Provide clear professional and technical advice to senior managers, councillors, partners, residents and businesses. This includes input to planning consultations and joint working with other agencies where needed
14	Support service improvement by helping develop policies, plans and projects, including managing improvement and capital works where needed.
15	Oversee depots, equipment and stock, making sure resources are controlled, recorded and used safely and properly.
16	Adhere to budgets, making sure we follow financial rules, get best value and process orders and payments on time.

RDC Value	Behaviour	Description
<u>Respect</u>	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
<u>Open</u>	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
<u>Outcomes</u>	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
<u>Together</u>	Communicates	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

PERSON SPECIFICATION

POST TITLE	Senior Waste and Street Scene Services Officer	
DIRECTORATE	Business Operations	
SERVICE	Community and Economy	
POST GRADE	LSO	
		Essential
		Desirable
Qualifications		
Good general level of education	X	
Higher level of education in a related technical subject		X
Experience		
At least three years' experience in contract compliance, supervision or administration	X	
At least two years' experience in a technical environment: waste management, engineering, manufacturing, logistics or similar		X
Skills and Abilities		
Excellent communication skills, verbal and written	X	
Competent in word processing, spreadsheet and database management	X	
Work well under pressure	X	
Good time management and organisational skills	X	
Work well with commercial contractors, understanding how to achieve objectives within a contractual setting	X	
Willing to work outside normal office hours from time to time	X	
Make clear and interesting presentations to the public and other organisations		X
Work well within a small team, flexible and personable	X	
Training		
Data and statistics handling and mapping	X	
Contract monitoring	X	
Health and Safety legislation	X	
Knowledge		
Knowledge of waste and recycling issues, legislation and the national trends associated with waste management	X	
Local government procedures and practice		X

May 2026