

## Folkestone & Hythe District Council Job Description

JOB DETAILS	
<b>Job Title</b>	Contract Support Officer
<b>Service Area / Team</b>	Strategic Operations / Waste Services
<b>Reports to</b>	Waste Services Manager
<b>Post Number</b>	EC312
<b>Grade &amp; Annual Salary</b>	TBC
<b>Politically Restricted Post</b>	No
<b>DBS Requirement</b>	N/A

JOB PURPOSE
<ul style="list-style-type: none"> <li>To provide an administrative support service in the provision of the recycling, waste and cleansing services across the Folkestone &amp; Hythe and Dover districts.</li> <li>To develop and strengthen partnership working across the East Kent Partnership, Kent Resource Partnership and to other departments within the local authorities of Folkestone &amp; Hythe and Dover.</li> </ul>

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/ monthly/annually etc)
<ul style="list-style-type: none"> <li>To provide support to day to day administrative functions of Waste Services and its Officers.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To assist the Waste Manager in maintaining compliance with procedures including payment of invoices and creating purchase orders.</li> </ul>	Weekly
<ul style="list-style-type: none"> <li>To provide advice on recycling, waste and cleansing services to customers and the Customer Services contact centre as appropriate.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To co-ordinate satisfactory communication between the Section, customers and contractors by telephone and email. This includes the reception, prioritisation and actioning of requests for service and taking messages on behalf of other officers.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To control, manage and develop appropriate computer systems including systems administration duties.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>To control and manage tasks associated with post distribution</li> </ul>	Daily

and outgoing mail.	
<ul style="list-style-type: none"> <li>• Book meetings and take minutes of formal contract meetings, and circulate to all attendees.</li> </ul>	Weekly / Monthly
<ul style="list-style-type: none"> <li>• To undertake the preparation of reports, letters, and additional works orders.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>• To undertake vehicle checks through the National Anti Fraud Network (NAFN) website for information on the last registered keeper of abandoned vehicles.</li> </ul>	Weekly
<ul style="list-style-type: none"> <li>• To ensure that new requests and ongoing requests for delivery of the garden waste service are dealt with timely from payment to collection.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>• To carry out police checks as part of the checking process for an abandoned vehicle to see whether they have any interest in a particular vehicle.</li> </ul>	Weekly
<ul style="list-style-type: none"> <li>• Providing details of hazardous waste for collection to the disposal authority (KCC) and making arrangements for a disposal date and outlet.</li> </ul>	As required
<ul style="list-style-type: none"> <li>• Act as the Digital Champion at Dover DC</li> </ul>	As required

## **CORPORATE RESPONSIBILITIES**

<ul style="list-style-type: none"> <li>• Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.</li> </ul>
<ul style="list-style-type: none"> <li>• To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.</li> </ul>
<ul style="list-style-type: none"> <li>• To actively demonstrate the values and behaviours of the council.</li> </ul>
<ul style="list-style-type: none"> <li>• To ensure our customers are valued by taking into account their views and needs in all that we do.</li> </ul>
<ul style="list-style-type: none"> <li>• To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.</li> </ul>
<ul style="list-style-type: none"> <li>• To communicate openly and honestly with colleagues, members and customers.</li> </ul>
<ul style="list-style-type: none"> <li>• To undergo any training necessary to be able to fulfil the requirements of the job.</li> </ul>
<ul style="list-style-type: none"> <li>• To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.</li> </ul>

<b>ADDITIONAL INFORMATION</b>	
<b>Responsibility for Staff (direct reports)</b>	0 FTE
<b>Responsibility for Staff (indirect reports)</b>	0 FTE
<b>Financial / Budgetary Accountability</b> <ul style="list-style-type: none"> <li>• <b>Overall Accountability/control (£ value)</b></li> <li>• <b>Directly Managed (£ value)</b></li> <li>• <b>Income Generation (£ value)</b></li> </ul>	<p>N/A</p> <p>N/A</p> <p>N/A</p>
<b>Responsibility for Physical Resources</b> <ul style="list-style-type: none"> <li>• <b>Vehicles / Equipment / Tools</b></li> <li>• <b>Information Systems</b></li> <li>• <b>Buildings / External Locations</b></li> <li>• <b>Maintenance</b></li> <li>• <b>Stocks / Supplies / Procurement</b></li> </ul>	<p>Responsible for laptop and mobile phone and on occasion 'sky guard' gps location device.</p> <p>Responsible for updating Northgate M3 and ATLAS with due care for accuracy and confidentiality.</p> <p>Responsible for the upkeep of personal data held on the Skyguard Lone Worker alarm system (provided by Dover DC for all team members).</p> <p>Responsible for the input and upkeep of personal data on the Northgate / M3 systems and the garden waste system.</p> <p>Responsible for obtaining quotes and ordering litter bins. Also responsible for raising purchase orders and receipting invoices on E-Proc and E-fin.</p> <p>Assisting in the development of the Esri mapping systems and its use, updating records of litter bins, collection routes and clinical waste, assisted collections. Responsible officer within Waste Services for the development and use of the digital platform 'Keep Me Posted'.</p>
<b>Responsibility for Service Contracts</b>	N/A

### **The key decision making areas in the role**

- Decisions regarding customer complaints and how these can be rectified. For example if a bulky collection does not take place as booked, the post holder can liaise with the contractor to provide an immediate collection or a suitable compromise.
- Requests for clinical waste collections are taken and are reviewed by the post holder. A decision is made based on the clinical waste procedure and guidance.
- Recommending on improvements to routine processes where it is identified by that the task can be carried out easier or better.
- Providing solutions to unprecedented solutions such as the delivery of wheeled bins, where a bin has been ordered but not yet delivered. Discretion can be applied on whether the delivery should be requested earlier, or alternatives such as a small supply of sacks can be sent out.
- Assisting the Waste Manager with routine calls, and complaints and recording them correctly and allocating to the correct officer in the team. This may be a complaint about a team member that has to be treated sensitively and passed to the Waste Manager for review.
- When arranging the disposal of hazardous waste the post holder will need to coordinate the disposal with Kent County Council and the collection by Veolia or another contractor.
- If a request is made for purple sacks a decision needs to be made as to whether they can be issued, this will depend on whether a new supply is due to be delivered or the customer has made many requests before and therefore passed over to the Waste Officer for the area.
- The raising of additional works orders and the running of reports to ensure that all additional works (above the contract specification) are paid for in accordance with the contract. Running the reconciliation report at the end of the month to ensure that all additional costs are captured. These both need to be reconciled to ensure compliance, where not the contractor is challenged. The report and additional works will be agreed without reference to the Waste Manager. The Waste Manager will provide 'sense checks' when the invoice is paid.

### **The wider context of the role**

- All worksheets must be treated in a timely manner, and on occasion can prove challenging due to the volume.
- Highlighting issues to the Waste Manager that relate to the performance of Veolia contract that will effect service delivery or have reputational damage.
- Using initiative as to where work is best placed and when to refer it to the Waste Manager.
- Providing a continuous contact for Customer Services and the contractor across both authorities and both arms of the Veolia team.
- Assisting and supporting the Waste Manager and Officers on their own workloads and projects, i.e. coordinating delivery of wheeled bin stickers across the district through the Kent Resource Partnership and Veolia, working within set budgets but at their own discretion and pace.

- Setting up meetings with the contractor and senior officers and booking meeting rooms for those meetings.
- Supporting Officers on projects, such as the Great British Spring Clean in a supporting and coordinating role.

## NATURE OF CONTACTS

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Employees – customer contact, Environmental Protection</li> <li>• Managers</li> <li>• Councillors</li> <li>• Dover District Council staff (Internal partners)</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Members of the public</li> <li>• Contractors – Veolia</li> <li>• Suppliers – Broxap, Glasdons, PicaPart</li> <li>• Kent Resource Partnership (KRP)</li> <li>• Other authorities across Kent, including KCC and KCC Highways</li> <li>• Other agencies – NAFN (National Anti-Fraud Network), LitterGram, Police</li> <li>• Managing Agents and Landlords, including Housing</li> </ul>

## WORKING ENVIRONMENT

- **Describe how and by whom the post is managed**

The post is line managed by the Waste Services Manager with minimal supervision. Routine matters are dealt with and solutions provided to more complex issues. Only referring to the Waste Manager when service levels drop or there are reputation issues.

- **Describe the level of initiative and/or independence expected**

On a day to day basis the post holder is expected to use their own initiative to manage their workload and priorities and to make decisions based upon existing policies, procedures and legislation. The post holder is expected to provide solutions to complex or unusual queries such as a request for purple sacks when a bin should be used, or a missed or contaminated bin is reported outside the 24hr period.

In addition if we have not booked a bulky collection correctly or it was not collected when it was booked, the post holder will contact the contractor to make arrangements that are satisfactory for all. All complex queries are referred to the Waste Services Officer where appropriate.

The post holder would have some discretion to work outside of procedures such as arranging for the collection of a contaminated recycling bin, or the collection of waste put out in black sacks however not against legislation or policy such as the payment for wheeled bins.

Reports, letters, forms and legal notices are created from templates however adapted to the situation as appropriate. Letters are standard but collection details have to be sought and input into the letter.

The post holder liaises with a range of people from members of the public, to supervisors within the Council and external such as Veolia and Councillors. The post holder is therefore expected to adapt their communication style as appropriate.

- **Location – Fixed desk worker**

The post is based at the Council Offices in Dover (Dover District Council) within a busy environment.

- **Describe the level of IT competence and skill required for the post holder**

The post holder will need to be competent at using standard Microsoft Office packages, as well as having the ability to learn other IT software such as Northgate, M3, E-Proc, E-Fin, ATLAS, ESRI (Mapping System) and the online garden waste system.

- **Describe the working conditions**

The post holder will on occasion deal with angry or upset customers in relation to dealing with a complaint. Waste is a front line service and affects all residents within the district, residents can be very passionate about their collections and street cleansing and sometimes are upset about a service level being provided or decision made to not collect their refuse or recycling or clean a road sufficiently.

- **Describe any emotional demands on the post holder**

The post holder may on occasion have to contact a relative of a deceased person to check that a clinical collection is no longer required, or speak with someone who is terminally ill, elderly or infirm to arrange a collection in the first instance.

The office can be pressurised at times and the office environment can become intense during those times, officers are taking constant complaints from members of the public as their expectations are raised of service levels.

- **Describe any physical demands placed on the post holder**

N/A

- **Describe any mental demands placed on the post holder**

Minutes of contractor / client meetings are typed up once a month and are referred to throughout contract meetings and therefore have to be correct and can take about an hour to type up. Due to the nature of the role interruptions can be made through the 'landline', mobile phone or via email. This is usually customer services chasing a delivery of a bin, requesting purple sacks or checking on matters such as where can a tin of paint be disposed of. This invariably means a second call to the contractor to check on a matter or chase something up.

Concentration is required in typing up a set letter to someone who has placed out a black sack instead of the required wheeled bin or purple sack and details are sought on the collection method and day and entered into the body of the letter. Again due to the nature of the work and various interruptions throughout the day the letter needs to be checked to ensure that it is correct before it is printed and sent.

Dover and Folkestone & Hythe both use the M3 system, however due to this being a shared service both systems are used simultaneously – alternating between one system on the Dover DC network and a remote system for Folkestone & Hythe DC throughout the day depending on where a call is being directed from for example Dover or Folkestone & Hythe customer contact, or where a call is required to be made to – a supervisor for refuse or street cleansing, at the Dover depot or the Folkestone & Hythe one. Coordination and methodical working is key as is keeping calm under pressure.

In the main deadlines are set by the post holder, but work has to be dealt with timely for example it is not useful trying to speak with someone regarding a missed collection when it was over a week ago or arranging a collection of a sharps box two weeks later.

Abandoned vehicles come with their own deadlines and following an abandoned vehicle notice being placed onto a car, there are 14 days to make the checks necessary and arrange for its removal. Missing this deadline would result in more calls back into customer services.

Interruptions come throughout the day by the Waste Manger requesting an update on a complaint or issue, especially if a complaint has been dealt with in the office and now escalated to the manger due to a satisfactory answer not being received. This could be about an abandoned vehicle that has been classed by an officer deciding that it does not meet the criteria. The post holder would need to collate the information as to the process taken so far and presented to the Waste Manager or Head of Service in their absence, investigating such matters could take up to 30 minutes to collate dependant on where the information is held. Colleagues may phone asking for more information on a particular job which would need the post holder to search whether there are any additional worksheets, such as previous missed collections or reports from the contractor of contamination in the recycling bins. When Officers are signing off for the evening they will contact the post holder, the post holder is responsible for ensuring everyone has signed off for the day and alert a manager if there are any issues.

Customer Contact are in regular contact with queries or questions and inevitably this will involve the contractor. Examples of this includes when a bulky collection has not been made as booked, the post holder will have to check the worksheet to ensure that the collection details are correct, sometimes the details are incorrect due to inaccurate input or because the contractor has missed the collection slot, contact the contractor to see why the collection has not been made and arrange a satisfactory time for the collection to take place. An update will then be provided to either the customer directly or customer services. Enquiries like these usually take around 15 – 30 minutes to resolve but are intense in nature due to the pressures of providing a

front line service and need to be dealt with immediately rather than phoning back say within 2-3 working days.. At all times switching between two systems, one for Dover and the other for Folkestone & Hythe and remembering policies and guidance which vary slightly at each authority.

### Progression in Role

- **Starting – the required related knowledge / skills / qualifications and experience required at selection**

A good basic education at GCSE level (or equivalent) including Maths and English. Competency in Microsoft Office standard packages is essential. A common sense and innovative approach to problem solving along with the ability to work as part of a team

Proven track record of working within customer services with the ability to adapt to a fast pace of work.

- **Induction – what initial induction / training is required to become proficient in this role?**

During the first few weeks of employment the post holder will be expected to follow the basic corporate induction framework, attend the next available formal corporate induction session and complete any departmental induction requirements.

In addition, the post holder will need to gain experience with environmental issues, project management and read through the policy and procedures that have been adopted in line with the Environmental Protection Act 1990, The Refuse Disposal (Amenity) Act 1978 and Corporate policy that has been set by Members and Senior Officers.

- **Proficient – how would this be displayed in the role?**

The post holder will be able to support any Officer with tasks whilst they are out in the district, research a complainant, or provide direction to a location.

They will also be aware of the setup of the Kent Resource Partnership that works across Kent to bring together knowledge and support to environmental issues and project work. In a two tier authority the working knowledge of Kent County Council is required and this will be gained throughout the role 'on the job training'. The post holder should be able to pick up any task within the office and know where it should be directed or where support to complete a task is found. Such as the procedure for reporting and arranging the collection of a small marine mammal washed up on the beach – reports to the Natural History Museum, liaising with the contractor to collect it, liaising with the port authorities where required and arranging the correct paper work to arrange the disposal of it through KCC.

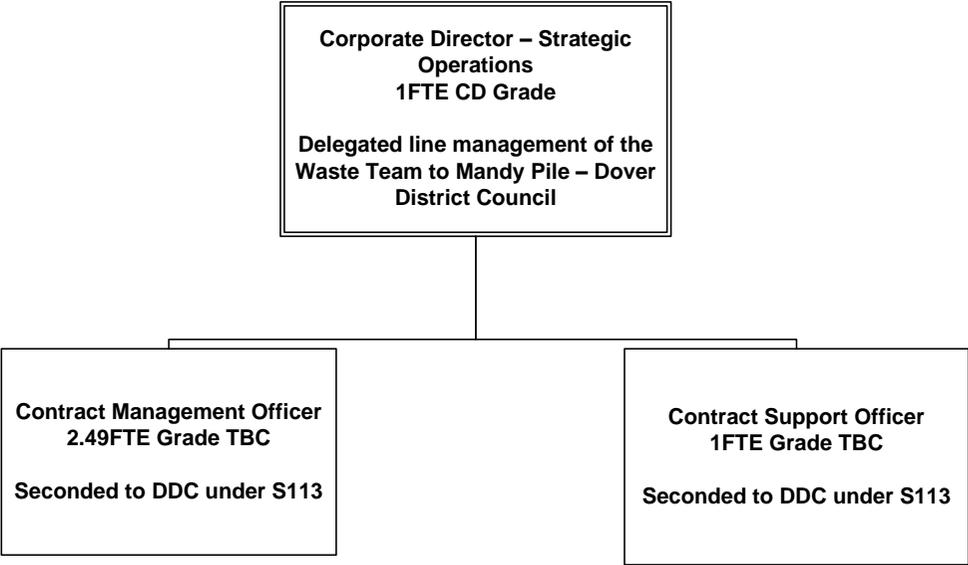
- **Advanced – what additional characteristics will be displayed?**

In addition to the activities mentioned above, the post holder should become involved in more complex project work in a supporting role.

Undertake training to assist in their professional development such as losh (Institute of Safety and Health) to ensure awareness of basic health and safety in the workplace to include the contractor's place of work and to instil a health and safety culture. Basic training through the CIWM (Chartered Institute of Waste Management) to encourage a wider knowledge of the management of waste from local authority collections, processing of recyclate, management of landfill sites, the role of the Environment Agency and of Central Government Policies.

Courses and conferences are also offered as part of the KRP (Kent Resource Partnership) or through LARAC (Local Authority Recycling Advisory Committee) and the post holder would be encouraged to attend as part of their development. This not only offers the opportunity for training in lines with losh and CIWM but offers the opportunity to network with likeminded professionals across Kent and the Industry as a whole.

# Organisation Chart



## Folkestone & Hythe District Council Person Specification

### Post Title: Contract Support Officer

#### Important Information for Applicants:

The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. **If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.**

Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	<b>Essential</b> <ul style="list-style-type: none"> <li>Good basic education to GCSE A-C standard or equivalent (including Maths &amp; English)</li> </ul>	✓		
	<b>Desirable</b> <ul style="list-style-type: none"> <li></li> </ul>			
Experience and Knowledge	<b>Essential</b> <ul style="list-style-type: none"> <li>Proven track record of working within customer services with the ability to adapt to a fast pace of work.</li> <li>Experience of operating MS Office systems and M3 complaints system</li> <li>Ability to effectively deal with 'difficult' customers</li> <li>Have a common sense approach to problem solving</li> <li>Have an innovative approach to service support</li> </ul>	✓  ✓	✓  ✓ ✓ ✓	
	<b>Desirable</b> <ul style="list-style-type: none"> <li>Knowledge of Waste and Environmental Services matters</li> <li>Working knowledge of Atlas and Esri mapping systems</li> <li>Working experience within Local Authority</li> </ul>	✓ ✓ ✓	✓ ✓ ✓	
	<b>Essential</b> <ul style="list-style-type: none"> <li>Ability to work as part of a team</li> <li>Ability to operate on own initiative with minimal supervision</li> </ul>	✓ ✓	✓ ✓	

<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>▪ Excellent written and oral communication skills</li> <li>▪ High level of attention to detail and accuracy</li> <li>▪ Proactive and committed to continued service and personal development</li> <li>▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times.</li> <li>▪ Ability to demonstrate a professional and customer orientated approach and be able to interact effectively with all types of people</li> <li>▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels</li> </ul>	✓ ✓ ✓ ✓ ✓  ✓ ✓	✓ ✓ ✓ ✓ ✓  ✓ ✓	
	<b>Desirable</b> <ul style="list-style-type: none"> <li>▪ Interested in developing and improving systems</li> <li>▪ A desire to work towards personal and professional development</li> </ul>			✓ ✓

JOB DESCRIPTION / PERSON SPECIFICATION SIGN-OFF		
<b>Completed by</b>	Mandy Pile, Waste Services Manager	<b>Date:</b> 5 <sup>th</sup> July 2017
<b>Reviewed/Agreed by</b>		<b>Date :</b>