

Job Description and Person Specification

Waste Education Officer

Grade	5
Service	Waste Services
Location	Whitley Depot, and other appropriate locations within the city and sub-region.
Job Evaluation Code	C6730D

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

Under the general direction of the Assistant Waste Operations Manager, to be responsible for the execution and monitoring of projects and initiatives to support the delivery of a high quality, safe, effective and customer focused domestic waste collection service.

To raise awareness of waste issues, improve participation in recycling services and improve the performance and management of waste services.

To manage and co-ordinate a designated team of Waste Education Assistants.

To deputise as necessary for the Assistant Waste Operations Manager and contribute towards the continued improvement and development of the services.

Main Duties & Key Accountabilities

To lead, manage, motivate and support a team of Waste Education Assistants to support the delivery of a high quality, safe and customer focused waste collection service and to maximise participation and performance of services.

To have a comprehensive working knowledge and understanding of collection services operated by the Council, processing of material collected, governing waste management legislation and Waste Services Policies.

To be responsible for the planning, implementation, delivery and monitoring of active campaigns and communications to overcome barriers to participation and improve overall service performance.

To develop and maintain effective partnerships with both internal and external stakeholders so as to take full advantage of joint working opportunities. To liaise with housing and community groups universities and landlords.

To maintain and update a verity of waste focused webpages on the Coventry City Council website

To identify and coordinate areas of improvement to support Supervisory Team Leaders in the avoidance of complaint generation.

To promote and maintain high standards of health and safety at all times ensuring all employees have the knowledge and skills required to safely undertake their roles.

To effectively manage all employees in line with Council policy and procedure to include:

- Recruitment, training and development
- Disciplinary and capability
- Absence management
- Appraisal and development

To ensure that all services operate in line with Council procedure and relevant legislation at all times.
To represent the Waste Services Team at internal and external meetings.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Key stakeholders, Business partnerships and other local authorities	Internal:	All internal services
Standard Information			
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>			

Responsible for
Waste Education Assistants

Person Specification	
Requirements	
Knowledge	Good knowledge of waste management and waste and recycling industry and legislation
Knowledge	Good understanding of Health and Safety Legislation and requirements
Knowledge	Good understanding of the principles of customer care and client focused service delivery

Knowledge	Understanding of the framework within which public sector services operate and an awareness of the challenges facing local government
Skills And Ability	Ability to develop effective partnerships
Skills And Ability	High level of verbal and written communication skills
Skills And Ability	Ability to lead by example and motivate teams of individuals
Skills And Ability	High level of organisational and interpersonal skills
Skills And Ability	High level ICT skills for production and analysis of reports
Skills And Ability	Negotiating, influencing and problem solving skills with excellent customer relations
Skills And Ability	Innovative and adaptable approach within the confines of legislation
Skills And Ability	Creative thinking, balanced with structure and detailed implementation
Skills And Ability	Ability to work positively under pressure, responding positively in difficult or urgent situation
Skills And Ability	An ability to respond flexibly to changing circumstances and to develop new initiatives or approaches
Skills And Ability	Negotiating, influencing and problem solving skills
Experience	Experience of supporting projects within a fast moving, customer facing service environment
Experience	Managing change
Experience	Able to demonstrate a track record of continuous improvement, innovation and review
Experience	Experience of creating and fostering a customer focused culture
Experience	Experience of delivering effective marketing and promotional activities
Qualification	Waste or management qualification OR substantial experience.
Special Requirements	The ability to travel independently across Coventry and the sub-region.

Date Reviewed	November 2018	Updated:	February 2026
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