



Job Description and Person Specification

Waste Education Assistant

Grade	3
Service	Waste Services
Location	Whitley Depot, and other appropriate locations within the city and sub-region.
Job Evaluation Code	C6731D

Coventry City Council Values
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:
Open and fair: We are open, fair and transparent.
Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.
Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.
Create and innovate: We embrace new ways of working to continuously improve the services we offer.
Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.
Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
Under the general direction of the Waste Education Officer, support the delivery 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.

Main Duties & Key Accountabilities

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

To act as an ambassador for Waste Services at community and promotional events, when liaising with housing and community groups, and supporting working with Universities and landlords.

To provide on street advice and challenge behaviour in poor performing areas through active campaigns, including:

- Working alongside collection crews to resolve barriers to improve performance,
- Recording information relating to service use, bin presentation, and contamination
- Supporting the removal of bins where there is persistent misuse by householders

To undertake assessments where householders require additional support including:

- Additional bin assessments
- Bin audits where households are struggling with waste management issues

To maintain accurate digital records of activities conducted, respond to telephone calls and emails.

Be flexible to meet the needs of the Waste Services Team, including working outside normal office hours and locations, as required.

To liaise effectively and collaboratively with other Officers across the Council and partners.

Safely undertake all duties in accordance with Risk Assessments and Safe Systems of Work, Council Policy and Health and Safety Legislation.

To act as an ambassador for Waste Services at community and promotional events, when liaising with housing and community groups, and supporting working with Universities and landlords.

Ensure that all Council vehicles are operated in accordance with the define Code of Practice for Drivers.

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
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Standard Information

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.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

NA

Date Reviewed:	November 2018	Updated:	February 2026
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Person Specification
Requirements

Knowledge	Basic understanding of waste management and waste and recycling industry legislation
Knowledge	Good understanding of the principles of customer care and client focused service delivery
Knowledge	An understanding of Health and Safety Legislation and requirements
Knowledge	Basic knowledge of recycling processes & home composting
Skills And Ability	A good level of verbal, written, communication and presentation skills
Skills And Ability	A good standard of negotiating, influencing and problem solving skills
Skills And Ability	A good level of organizational skills
Skills And Ability	ICT literate
Skills And Ability	Excellent customer relations

Skills And Ability	Negotiating, influencing and problem solving skills
Experience	Experience of working in a similar environment
Experience	Effective communication experience with a range of audiences
Experience	Some experience of working with community groups, members of the public, and schools
Experience	Experience of working in a similar environment
Educations	Good standard of education
Special Requirements	The ability to travel independently across Coventry and the sub-region. Drivers Licence.

Date Reviewed	November 2018	Updated:	February 2026
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