

Role Profile

Part A - Grade & Structure Information

Job Family Code	7OS	Role Title	Waste Contract Assistant
Grade	PS7	Reports to (role title)	Waste Contract and Performance Manager
		Directorate / School	Place
JE Band	228-268	Service / Department	Waste
		Date Role Profile was created	Dec-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>1) To support the council's waste management contract audit and monitoring procedures to ensure that the contractor is performing in accordance with the requirements of the Waste Disposal Project Agreement.</p> <p>2) To support monitoring the day-to-day operational management of the council's waste management contract to ensure that the contractor is meeting the specification and requirements of the contract and that high levels of service are provided to waste collection authorities and members of the public.</p> <p>3) To support with the Van permit policy which enables Surrey residents to use the CRCs with vans and trailers.</p> <p>4) To support the Contact Centre in answering queries from the public.</p> <p>5) To manage the Waste Contract Operations inbox and respond to resident enquiries and liaise with the Waste Contract Operations Manager in response to complaints.</p> <p>6) To contribute and assist the team with the overall management and performance of the Service ensuring that it delivers its objectives on time and on budget and meets statutory and council requirements on equalities, sustainability, health and safety and risk management.</p> <p>7) To support the waste team with ensuring Surrey County Council meets its statutory obligations as the Waste Disposal Authority and complies with all relevant waste management guidance and legislation. Familiarise, uphold and promote the aims of the council's Equality and Diversity policies in the course of day-to-day work.</p> <p>8) To work with the Surrey Environment Partnership team to deliver on waste related initiatives and communications.</p> <p>9) To communicate with contractors and suppliers on operational matters.</p> <p>10) To communicate with the Waste Collection Authorities on operational matters.</p>
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<p>Work Context</p>	<p>Surrey County Council is the Waste Disposal Authority for Surrey. Over 530,000 tonnes of municipal waste are produced in Surrey each year and the annual cost of managing this waste is over £70 million, making it the largest single spend area within the directorate. Members of the public make over 2.5 million visits to community recycling centres each year and therefore it is a significant public facing service for the Council.</p> <p>Waste disposal is a high profile, high spend service which has significant financial and reputational risks for the council. Close working with the district and borough council waste collection authorities is essential to ensure the effective use of public resources and Surrey has an effective partnership (The Surrey Environment Partnership) which has been active in this area for some years. In addition, addressing Climate Change is a key priority for the County Council and it has recently published a Climate Change Strategy which includes strategic goals in relation to waste.</p> <p>The post will benefit from flexible working, based from home or a local office with the requirement to attend face to face meetings across Surrey and on-site as required. The role will require close collaborative working with the Waste Contract Operations Manager to ensure that service provisions are efficient and effective and will report into the Waste Contract and Performance Manager.</p>
<p>Line management responsibility if applicable</p>	<p>N/A</p>
<p>Budget responsibility if applicable</p>	<p>The post holder will not have budget responsibility</p>
<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained. <p>People & partnerships</p> <ul style="list-style-type: none"> • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. • Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. <p>Resources</p> <ul style="list-style-type: none"> • May assist in the management of a small budget or recovery of income. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate data, prepare reports/statistics to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level. • Knowledge of relevant technical area including, where appropriate, relevant practical skills. • For some roles a relevant degree may be required. • Good written and oral communication skills with the ability to build sound relationships with customers. • Competent in a range of IT tools. • Ability to apply specialist skills/judgement to undertake a programme of works. • High level analytical and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to tasks, recording and reporting. • Typically previous work experience in a relevant environment. • Experience of staff supervision where appropriate.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Experience working in a customer service or operations role.</p> <p>Knowledge of the waste management sector is desirable.</p> <p>A degree or equivalent professional qualification and/or a contract management qualification is desirable.</p> <p>Excellent verbal and written communication and interpersonal skills with high level</p> <p>A willingness and ability to travel around the county and elsewhere to meet the demands of the role. A driving licence and access to a vehicle is essential as many of the locations are not served by public transport..</p>
Role Summary	<p>Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. They may be involved in guiding/supervising the work of more junior staff.</p>