



Environmental Services Officer

Post number: EHS041

Grade: Scale 4

Date: July 2025

Service area: Waste and Environmental Services

Reports to: Senior Waste Management Officer

Job profile

Purpose

Providing support to the Council's Waste and Street Cleansing client team in ensuring waste operations are delivered as required by the Council, with high levels of customer service and engagement

Supporting projects and other activities being delivered to improve the Waste and Street Cleansing service model; this to deliver a high-level performance in waste, recycling and resulting carbon reduction.

Supporting the Senior Waste Management Officer with the delivery of the Council's communications strategy as it relates to waste.

To be the primary point for customer contacts when escalated from other services and to provide support as required to resolve such issues, including work to ensure compliance with waste related legislation.

Data gathering and reporting for waste and street cleansing services, to analyse the data where necessary, to provide information to government, report on performance and to enable opportunities for development and improvement.

Main duties and responsibilities

1. Manage the data gathering (including direct monitoring of service delivery), inputting and reporting arrangements for environmental and waste services, analyse the data to identify opportunities for development and improvement.



2. Contribute to and support the delivery of internal service, county-wide and national waste projects and campaigns. This including liaison with a wide range of stakeholders with the aim to increase recycling, reduce residual waste arisings, and promote the waste and street cleansing services.
3. Assist the drafting of development and project plans (including external funding bids) for the services, including consultation with the operational managers within the service.
4. Provide the initial point of contact for waste-related matters in the planning application process, including collation and provision of necessary information to developers.
5. Support the development and delivery of communication, awareness and promotional campaigns for Waste and Street Cleansing issues, including improved customer information on digital channels and social media presence.
6. Assist the client team in the development of a performance management and improvement regime for the waste and street cleansing services.
7. Respond to and investigate complaints and effectively resolve issues, as far as is possible, to the satisfaction of all, clearly communicating findings with those involved.
8. Solve problems and broker solutions to issues and provide instructions to the contractor to carry out work or to remedy defects when work has not been carried out to contractual or legislative standards.
9. Within the Council's enforcement regime, investigate matters as required and ensure compliance with relevant legislation; this through both informal processes and the service of Notices and other legal processes as required.



10. Carry out other related duties as required by the Client team.
11. Attend and participate in meetings as required, supporting colleagues and sharing information appropriately as well as providing feedback.
12. Be responsible for your own personal development, keep informed of any policy, procedural changes to service delivery. Be willing to undertake training to learn new systems and services as and when required.
13. To promote and uphold equal opportunities and equality standards and treat all staff and members of the public with respect and consideration.
14. Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

Special conditions

To work outside normal office hours to meet the requirements of the service as required.

This post is designated as politically restricted.

This is a full-time, fixed term post for 12 months.

Pre-employment checks

Willingness to undergo a DBS check

Business Travel

Essential Car User



Person specification

Qualifications

Description	Essential or desirable	Assessed through the application form or through the interview
3 grade C/grade 4 GCSE's (English required) or equivalent	Essential	Application
Full driving licence and access to a vehicle	Essential	Application

Experience

Description	Essential or desirable	Assessed through the application form or through the interview
Experience of working with a range of external organisations to deliver successful outcomes	Essential	Application
Experience of managing and resolving anti-social behavior within a local authority, police or similar environment	Essential	Application
Experience of developing and implementing effective crime prevention strategies	Essential	Application
Experience in resolving ASB issues	Essential	Application
Experience of working in partnership with the community	Essential	Application
Experience in dealing with the general public and written/oral enquiries	Essential	Application
Information gathering experience	Essential	Application



Description	Essential or desirable	Assessed through the application form or through the interview
At least 2-years' experience of managing and resolving anti-social behaviour within a local authority, police or similar environment	Desirable	Application
Experience of event management	Desirable	Application
Project and program management experience	Desirable	Application

Knowledge, skills and abilities

Description	Essential or desirable	Assessed through the application form or through the interview
Excellent communication and interpersonal skills	Essential	Application
Excellent negotiation and interpersonal skills to maintain good working relationships with a range of individuals and audiences	Essential	Interview
Ability to influence	Essential	Interview
Ability to plan, implement and evaluate consultation exercises	Essential	Application
Able to compile clear and concise reports and convey written information in an easily understood manner	Essential	Application
Effective Time Management	Essential	Interview
Excellent communication skills – both written and verbal	Essential	Interview



Description	Essential or desirable	Assessed through the application form or through the interview
Ability to use ICT and social media	Essential	Application
Ability to adapt and contribute to change	Essential	Interview
Organisational, administrative and reporting skills	Essential	Interview
Partnership working, influencing and facilitation skills	Essential	Application
Able to uphold confidentiality	Essential	Interview
Track record of implementing solutions to ASB and low-level crime and disorder issues	Desirable	Application
Knowledge of crime and disorder and anti-social behaviour issues and their impacts on communities	Essential	Application
Excellent understanding of equalities issues and commitment to develop positive initiatives for service delivery and colleagues	Essential	Application
An ability to establish and maintain effective relationships with internal/external parties	Essential	Application
Working knowledge of office procedures and practices	Essential	Application
An understanding of the role of Local Government in the community	Desirable	Interview
Understanding of the issues involved in partnership working	Desirable	Interview
Current and valid driving license with access to a motor vehicle for work purposes	Essential	Application
Proven track record of delivering initiatives and services benefitting communities	Essential	Application



Personal Attributes

Description	Essential or desirable	Assessed through the application form or through the interview
Flexible approach to work	Essential	Interview
Calm	Essential	Interview
Resilient	Essential	Interview
Commitment to equal opportunities	Essential	Interview
Self-motivated	Essential	Interview
Friendly, approachable and able to work with different community groups.	Essential	Interview
Willingness to undergo a DBS check	Essential	Interview
Capable of independent initiative and creative thinking	Essential	Interview
Ability to prioritise and perform under pressure in response to an ever-changing situation	Essential	Interview