



Job Description and Person Specification

Job Title	Enforcement officer (Waste and environment)
Department	WES
Reporting to	WES supervisor
Grade	Grade 6

Job Purpose

The Enforcement officer will support WES Management in ensuring WES services are delivered efficiently and effectively through the development of new processes and technology. They will be responsible for providing technical advice on all services associated with waste and environment.

The Enforcement officer will take a lead role of waste and recycling projects to ensure business objectives are achieved and robust systems and processes are in place to support the ongoing success of the business.

Coordinating WES Service Reviews including the identification and implementation of new ways of working to maximise resources, meet business and customer needs and ensure high standards of performance. Along with other colleagues that have direct contact with members of the public, the Enforcement officer has a key role to play in representing the face of the council on a day-to-day basis, 'owning' and managing tasks and issues, and will therefore have the ability to impact significantly on the customer's experience and perception and the reputation of WES and the Council.

Job Context

WES are based at Malton Depot, Showfield Lane Industrial Estate, Malton, from where a team of operational staff provide a range of key front-line services across the district of Ryedale. Every week over 25,000 domestic properties receive their Domestic and Recycling collections and over 1000 businesses their Commercial Waste collection service. Cleansing Services - including litter, dog bins, mechanical sweeping, public conveniences, fly-tipping and graffiti removal - are provided all year round, including weekends and bank holidays.

WES are a dynamic, committed team, operating in a challenging and changing environment. WES embraces new technology and new ways of working to ensure business objectives are delivered as well as stretched and developed with improvements made wherever opportunities arise. WES are extremely proud to consistently deliver very high standards of service across a diverse area of activities and continually strive to maintain value for money and excellent standards of customer service as part of a "One-Council" approach provided by Ryedale District Council to the community.

Operational Duties

Continuing responsibility for reviewing important policy such as cleaner street strategy looking into service practice and provision in line with service objectives through:

- Implementing and maintaining new and existing projects by working directly with our Waste and Environment WES managers and graduate.
- Acting as an advisory point to all staff and site managers on matters relating to Council Policy and Procedures and National Policy and Guidance.
- Work closely with operational teams to tackle waste presentation issues and improve the cleanliness of the local environment including gathering evidence for prosecution where breaches of waste legislation occur.
- Keep abreast of new legislation and other relevant research findings and developments in waste and recycling. Ensuring Council Policy and Procedures reflect National Policy and Guidance.
- Working with all employees to ensure that a safe environment is always maintained
- Work alongside our Management team to assist in the implementation of effective programmes to raise public awareness of waste and recycling and environmental issues and developing and contributing to initiatives designed to enable the Council to meet its statutory recycling standards.
- Assisting with data collection and implementing data driven service improvements
- Contributing to the improvement and development of all WES front-line services by undertaking service reviews, exploring new service models and reviewing options for the use of IT to identify ways to benefit the business and streamline processes
- Working with the Council's Procurement Team to progress WES procurement exercises including preparing outline specifications.
- Ensuring that duties are carried out with full regard to the Council's policies, including Equal Opportunities, Health and Safety and Information Governance.
- The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk. There is an expectation that all staff will positively demonstrate their awareness and support to this commitment.
- Develop new process for recording operational duties to allow paperwork to be completed accurately for data capturing and analysis to populate KPI'S
- Work in close partnership with community team and enforcement to ensure services are maintained to a high standard.

Creativity and Innovation

Working with WES management teams to develop new approaches to existing services using creative and imaginative responses involving application of fresh and innovative thinking through:

- Providing ideas and challenge to identify, design and prioritise change projects and programmes to deliver required outcomes.
- Driving the continuous improvement of the service with the ability to quickly evolve and adapt to new ways of working in response to changing priorities and needs.
- Use a range of computer systems to progress project work and to analyse and report on relevant data to inform decision making and service improvements
- Identify and implement new ways of working through developing systems and new technologies

Contacts and Relationships

Ensure the service provides professional solutions to both internal and external customers, providing professional advice and guidance as necessary through:

- Providing professional advice, guidance and expertise on all aspects of the area for which the post holder is responsible.
- Representing the Council at any relevant events, fostering positive relationships and upholding the Council's reputation.
- Liaising with the Council's Customer Services centre and enforcement team.
- Liaising with customers and contractors verbally.

Information Management and Performance Reporting

- Create processes for performance of activities, to ensure high quality service and standards are maintained to deliver agreed objectives efficiently and effectively and identify improvements

General

The above list of duties is neither exclusive nor exhaustive. The post holder will be expected to undertake other duties commensurate with the responsibility level of this post.

The Council is a dynamic organisation which recognises the need to respond flexibly to changing demands and circumstances. Whilst the job description provides a summary of the post it may need to be amended to meet changing circumstances.

The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk. There is an expectation that all staff will positively demonstrate their awareness and support to this commitment.

Requirements of the Post

	Essential	Desirable
Qualifications / Training	Educated to degree level in a relevant subject such as Business Studies, IT, Statistics, Project Management, Waste Management and/or be able to demonstrate learning or relevant experience at an equivalent level.	
Knowledge	<ul style="list-style-type: none"> • Being able to utilise statistical reporting tools for analysis of data and web-based research methods for maintaining awareness of best practice and future developments. • Awareness and knowledge and commitment to Equality and Diversity and Health and Safety legislation and of safeguarding responsibilities. 	<ul style="list-style-type: none"> • Knowledge and understanding of local government and of the areas of responsibility. • In depth awareness, knowledge, and adherence to Information Governance/GDPR principles.
Experience	<ul style="list-style-type: none"> • Significant experience of managing change involving technology resulting in measurable service improvements 	<ul style="list-style-type: none"> • Experience of managing and developing IT and/or GIS applications with tangible outcomes
Occupational Skills	<ul style="list-style-type: none"> • IT skills and ability to interpret and analysis data • Communication, presentation and interpersonal skills • Problem solving skills and the ability to find innovative solutions • Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately • Flexibility and ability to work with ambiguity • Resilience skills, able to work effectively in a challenging environment and to support others to do so • Ability to recover quickly from set back and changing priorities 	<ul style="list-style-type: none"> • Influencing and negotiating skills • Delivering briefings and training to managers/other staff