

## Job profile

### Service and job specific context statement

<b>Directorate:</b>	Waste and Environment
<b>Service:</b>	Streetscene Operations
<b>Post title:</b>	Graduate Trainee – Waste and Environment
<b>Grade:</b>	E, F and G
<b>Responsible to:</b>	Service Manager
<b>Staff managed:</b>	None
<b>Date of issue:</b>	November 2019
<b>Job family:</b>	<b>P&amp;T - Professional &amp; Technical</b>

### Job context

Streetscene Operations are responsible for the delivery of a range of diverse frontline services including: -

- Domestic waste and recycling collections
- Commercial waste and recycling collections
- Special collections
- Street cleaning
- Fly tipping
- Supporting community events and Council market operations
- Litter picking
- Grounds maintenance
- Environmental initiatives
- Pest control
- Public toilets
- Emergency response including flood response management
- Transport and workshop management

Benefits of working and learning in the service:

- Experience of working in a busy rural District Council
- Opportunity for graduates from an Environmental or related discipline to apply and develop technical knowledge and skills
- Learning from highly experienced officers and other specialists
- Opportunity to take responsibility for the delivery of key pieces of work and new ways of working
- Opportunity to be involved in changing national landscape affecting resource and waste management
- Developing confidence in your own judgment
- Improving your communication and negotiation skills
- Experience of working in partnership with other organisations including other District Councils, North Yorkshire County Council, Town and Parish Councils

All graduates are expected to participate in the 'corporate graduate development programme' – the content is as follows: -

- Corporate Induction
- Aspiring Managers Programme
- Senior managers seminars (led by the Chief Executive)
- Managers webinars programme

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- Access to on line material, including Ashridge Management College
- Graduate Network membership, including 'lunchtime learning'
- Mentor support
- Graduates will be offered the appropriate management skills training if they have staff to manage during their programme or to support their permanent placement following the graduate programme.

### Job specifics

The role offers the opportunity to gain experience across a wide range of waste management, recycling and environmental initiatives including: -

- Developing a comprehensive understanding of Waste and Environmental legislation
- Co-ordinating communication and engagement of front line staff to ensure awareness of key priorities
- Supporting the Streetscene Manager in the development of carbon reduction and environmental impact assessments for the service
- Updating the training plan for the service area
- Supporting campaigns and developing a communication plan including events, website development, short videos and media publicity
- Assisting with designing and updating literature
- Assist with ensuring Council Policy and Procedures reflect National Policy and Guidance e.g. Resources and Waste Strategy
- Improve customer consultation / engagement / feedback
- Assisting with data collection and implementing data driven service improvements
- Supporting the delivery of projects to maximise income generating opportunities and the use of technology
- Assist with developing and implementing improved performance managements and reporting
- Assistance with administrative duties (minute taking, updating letters)
- Website testing / reviewing
- Shadowing front line officers to develop knowledge of waste and recycling services

Graduates who join RDC are expected to: -

- achieve the objectives set for them;
- ask for help/clarity where needed;
- develop their knowledge through self-directed study – further research, reading and questions;
- fully participate in all training opportunities through on the job experience, mentoring and coaching and formal training and learning;
- work toward becoming professional member/associate where appropriate;
- make the most of the opportunities available within NYCC; and
- demonstrate NYCCs expected behaviours of:
  1. focussing on customers and communities;
  2. taking responsibility;
  3. working together;
  4. acting with integrity
  5. building a culture of continuous improvement and innovation; and
  6. leading by example.

### Career progression

- The post is a 2-year development post which can be tailored (within reason) to meet the career aspirations of the postholder.
- The first 6 months will focus on learning the business of the team. In the second 6 months the postholder would take on more independent project work, in the second year they will be expected to manage a project independently with oversight rather than close supervision. They will also fully understand the nature of the business and be able to suggest organisational/operational change/developments as part of the leadership team.

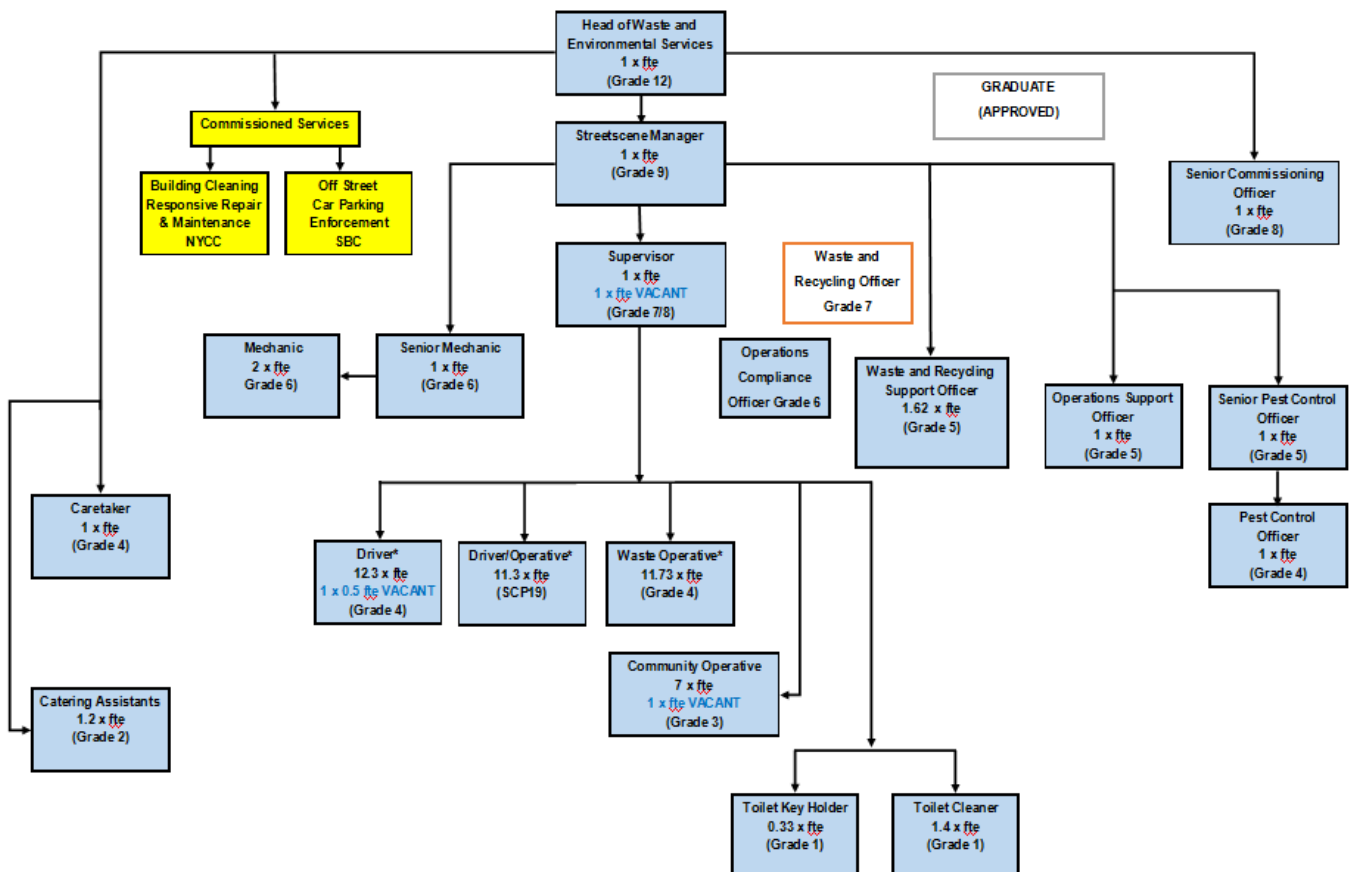
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Pay progression will be based on performance review at 6 months and then 12 months as follows:

- Months 1-6 spinal point 6, Grade E
- Months 7-12 spinal point 8, Grade F
- Months 13-24 spinal point 13, Grade G

### Structure

#### WASTE AND ENVIRONMENT



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### Job Description

Job purpose	Typical graduate placements are required to deliver a range of projects within an area of specialism within the District Council to effectively meet the organisation's needs.
<b>Operational management</b>	<ul style="list-style-type: none"> <li>• Deliver a quality service to internal and/or external customers as required;</li> <li>• Provide a complete 'end to end' service delivery, establishing ownership and closure as needed.</li> <li>• Support on the development, delivery and evaluation of interventions, including training and workshops to managers on the specifics for the project/service area.</li> <li>• Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, supporting on related policy and processes.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Provide advice and guidance on the area of the service delivery the graduate is placed within as part of the project development and implementation.</li> <li>• Clearly communicate the requirements of the project and prepare clear written reports on progress and analysis carried out.</li> <li>• Make a positive contribution to excellent communication both internally and externally</li> <li>• To produce reports and documents as required</li> </ul>
<b>Partnership / corporate working</b>	<ul style="list-style-type: none"> <li>• Working with staff from across the different services of the District Council and partner organisations in some cases to support the efficient and effective delivery of services and achievement of project objectives.</li> <li>• Ensure links between the project and stakeholders are developed and maintained to provide an efficient service.</li> <li>• Develop a understanding of the wider role of the District Council</li> </ul>
<b>Resource management</b>	<ul style="list-style-type: none"> <li>• Identify and recommend appropriate action to the service manager, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives.</li> <li>• To assist in seeking out and identifying areas for efficiency and improvement to ensure the more effective use of resources</li> </ul>
<b>Systems and information</b>	<ul style="list-style-type: none"> <li>• Utilise management information to facilitate achievement of objectives.</li> <li>• Use a range of computer systems to manage and progress project work and to analyse and report on relevant data to inform decision making and service improvements</li> <li>• Identify and implement new ways of working through developing systems and new technologies</li> </ul>
<b>Policy and projects</b>	<ul style="list-style-type: none"> <li>• Contribute to policy research and development, consultation and implementation of new services and processes</li> <li>• Support on a range of service projects to deliver improvements and efficient new ways of working as appropriate with support from relevant service colleagues.</li> </ul>

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Person Specification	
Essential upon appointment	Desirable on appointment
<b>Knowledge</b> <ul style="list-style-type: none"> <li>• Good understanding of how policies/procedures can be applied in practice to result in required outcomes</li> <li>• Knowledge of current waste management national policy and good practice at national and local levels</li> <li>• A basic understanding of District Council statutory duties and priorities</li> <li>• Knowledge and understanding of how Equality and Diversity will apply to this role</li> </ul>	<ul style="list-style-type: none"> <li>• Good knowledge of relevant legislation</li> <li>• Knowledge of change management processes</li> <li>• Knowledge of statutory duties for waste and recycling collections</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of project work</li> <li>• Experience of research work</li> <li>• Experience of managing a busy workload within set deadlines</li> <li>• Experience of working in a customer focussed environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a corporate and political context</li> </ul>
<b>Occupational Skills</b> <ul style="list-style-type: none"> <li>• IT skills and ability to interpret and analysis data</li> <li>• Communication, presentation and interpersonal skills</li> <li>• Problem solving skills and the ability to find innovative solutions</li> <li>• Influencing and negotiating skills</li> <li>• Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately</li> <li>• A coaching based approach to support managers and develop</li> <li>• Delivering briefings and training to managers/other staff</li> <li>• Flexibility and ability to work with ambiguity</li> <li>• Resilience skills, able to work effectively in a challenging environment and to support others to do so</li> <li>• Ability to recover quickly from set back and changing priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Policy formulation skills</li> <li>• Coaching/mentoring</li> <li>• Policy implementation skills</li> </ul>
<b>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</b> <ul style="list-style-type: none"> <li>• Education to first degree level (2.2 minimum)</li> <li>• Good standard of literacy and numeracy to level 2 or equivalent</li> </ul>	
<b>Other Requirements</b> <ul style="list-style-type: none"> <li>• Team worker/collaborative working</li> <li>• Self-motivated and commitment to equal opportunities</li> <li>• Ability to attend meetings across the District and County including some evening and weekend work</li> </ul>	<ul style="list-style-type: none"> <li>• Some roles will require the ability to travel across the County.</li> </ul>
<b>Behaviours</b>	<a href="#">Link</a>