

## PART 2 - Role Profile



# Role Profile

| Job Title:    |                            |        |     |
|---------------|----------------------------|--------|-----|
| Reference No: | Waste Operations Assistant |        |     |
| Service:      | Place (Waste Operations)   |        |     |
| Job Family:   | Technical                  | Grade: | FC4 |

| Purpose   |
|---|
| To assist in waste operations daily running, by proving service support to the operations supervisors and officers. |

| Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:  | Range % | Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility                               | E | D |
|---|---------|--|---|---|
| Assist the Operations Officers and Supervisors.   |         | Ability to provide a regular and effective service.  | X |   |
| Assisting in the investigation and resolution of complaints.  |         | Experience of and the ability to deal calmly and tactfully with members of the public to persuade and encourage participation in the Council's Recycling Scheme. | X |   |
| Using Whitespace – or equivalent – to assist in day-to-day running of waste operations, including assisted collections, bulky uplifts, additional capacity, and customer requests.        |         | IT Skills - Basic word processing, spreadsheets, email (Embrace technology and information)  | X |   |
| Creating/sending letters to customers regarding the above.  |         |  |   |   |
| Collating and maintaining data and information in line with corporate policies and service procedures.  |         | Experience of working as part of a team  |   | X |
|   |         | Organisational skills  |   | X |
| Carrying out programmed visits to houses in designated areas to ascertain The levels of difficulty in using the Council's waste collection services and to provide advice as appropriate. |         | Experience and ability to deal calmly and tactfully with members of the public.  |   | X |
|   |         | Knowledge of Fife and the ability to work in different areas   | X |   |

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|--|--|--|---|---|
|  |  | Full Driving Licence                         | X |   |
| Visit householders who are not using the waste collection services in accordance with prevailing policy to provide advice and advise that failure to use the service properly may lead to withdrawal of recycling and composting containers. |  | Communication Skills both oral and written   | X | X |
| Decide whether to recommend withdrawal of recycling/composting containers, alongside housing/waste operations supervisors & operations officers.   |  | Customer Care Awareness (Focus on customers) |   |   |
| Provide practical advice on what materials can be recycled/composted and the facilities provided for this.   |  |  |   |   |
| Advising householders and others on the operation of the Council's domestic waste collection services, with particular regard to kerbside waste collections.   |  |  |   |   |
| Advising Environmental Wardens or other authorised officers of instances of fly tipping or illegal dumping.  |  |  |   |   |
| Deciding whether a householder conforms to the Service's requirements for the provision of an additional or larger waste bin.  |  |  |   |   |
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| Undertaking all other duties as required for the role. Duties will be in line with the grade.  |  |  |   |   |

| <b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following: |                |   |          |          |
|--|----------------|---|----------|----------|
| <b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:            | <b>Range %</b> | <b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility | <b>E</b> | <b>D</b> |
| <b>Job Title (Specialists Tasks)</b>   |                |   |          |          |
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**Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required**

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

| Additional Information – the following information is available:   | Expected Behaviours   |
|--|---|
| <ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul> | <p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p> |