



Role Profile

Leading Recycling Advisor			
Reference No.	I513.01	Type	Individual
Service	Assets, Transportation and Environment		
Job Family	Technical	Grade	FC4

Purpose
To lead a team of Recycling Advisors operating across Fife, encouraging the practical application of the Council's recycling policies among its customers.
To promote recycling policies of the Service by providing practical advice to householders and others and by investigating complaints and allegations of improper use of the Council's waste collection service.
To gather management information on the use and abuse of the waste management services of the Council.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Leading a team of Recycling Advisors operating across Fife, encouraging the practical application of the Council's recycling policies among its customers</p> <p>Assist the Operations Officers and Supervisors to direct the daily workings of a team of Recycling Advisors.</p>	<p>Standard Grade English (General) and basic numeric skills</p> <p>CMI SCQF Level 6 Certificate in First Line Management (S6C1)</p> <p>Moderate experience as a Recycling Adviser</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

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Organising and allocating daily duties to Recycling Advisors.	Experience of supervision of others (Work Together - -- See How We Work Matters Framework) Motivational skills	✓	✓
Maintaining records of daily duties and ensuring work sheets, information and records are completed and filed correctly.	IT Skills - Basic word processing, spreadsheets, email (Embrace technology and information)		✓
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 of working as part of a team Organisational skills Experience and ability to deal calmly and tactfully with members of the public. Knowledge of Fife and the ability to work in different areas Full Driving Licence	✓ ✓ ✓ ✓	
Assisting in the investigation and resolution of complaints.	Communication Skills both oral and written Customer Care Awareness (Focus on customers)	✓ ✓	
Visiting 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. Deciding whether to recommend withdrawal of recycling/composting containers.	Capable of working alone with minimal supervision (Take ownership)	✓	
Advising householders and others on the operation of the Council's waste collection services, with particular regard to kerbside waste collections. Deciding on the level of advice to be given to householders and others who have difficulties in using the Council's waste collection services.			

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Providing practical advice on what materials can be recycled/composted and the facilities provided for this.			
Carrying out customer surveys.	Courteous manner and behaviour	✓	
Participating in developing promotional events, campaigns and educational material related to the Council's waste management activities and services.	Presentation skills		✓
	Ability to talk confidently and enthusiastically to groups of people regarding Recycling Issues (Deliver results)		✓
Maintaining records and provide written reports to Operations Officers on: <ul style="list-style-type: none"> • Complaints investigated and their outcomes. • Results of programmed visits to householders • Instances of fly tipping and illegal dumping discovered. • Results of audits carried out. 			
Deciding whether a householder conforms to the Service's requirements for the provision of an additional or larger waste bin.			
Advising Environmental Wardens or other authorised officers of instances of suspected Environmental offences.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results