



Role Profile

| Recycling Advisor | | | |
|-------------------|--|-------|------------|
| Reference No. | I511.01 | Type | Individual |
| Service | Assets, Transportation and Environment | | |
| Job Family | Technical | Grade | FC3 |

| Purpose |
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| <p>To promote the recycling operations of the Service by providing practical advice to householders and others and by investigating complaints and allegations of improper use of these operations.</p> <p>To gather information on the use and abuse of the waste management services of the Council.</p> |

| 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 |
|---|--|---|---|
| Patrolling designated areas to identify non-conformance with the Service's household waste collection policies and procedures. | Ability to provide a regular and effective service | ✓ | |
| | 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. | ✓ | |
| 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. | Communication Skills | ✓ | |
| Carry out audits of bin presentation rates as required and record findings. | Flexibility in carrying out other duties | ✓ | |
| Carry out inspections of bin contents as required and record findings. | Knowledge of and the ability to work in different areas of Fife | ✓ | |

E = Essential Criteria D = Desirable Criteria

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|---|---|------------|----------|
| | Full Driving Licence Knowledge of the Area Waste Plan and in particular Recycling Issues | ✓ | ✓ |
| 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. Decide whether to recommend withdrawal of recycling/composting containers. | Customer Care Awareness (Focus on customers) Capable of working as part of a team (Work together) | ✓ | ✓ |
| Advise Lead Recycling Advisor of the continued presentation of non-conforming waste on the kerbside. | | | |
| Provide advice to householders and others on the operation of the Council's waste collection services, with particular regard to kerbside waste collections. Decide on the level of advice to be given to householders and others who have difficulties in using the Council's waste collection services. | Knowledge of the Service's waste collection and recycling activities Practical knowledge of the segregated collection of waste | ✓ ✓ | |
| Provide practical advice on what materials can be recycled/composted and the facilities provided for this. | Assertiveness skills | | ✓ |
| Take part in surveys and promotional events related to the Council's waste management activities and services. | Presentation skills | | ✓ |
| Maintaining records and provide written reports to Waste Co-ordinator 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. | Basic IT Skills (Embrace technology and information) | | ✓ |
| Deciding whether a householder conforms to the Service's requirements for the provision of an additional or larger waste bin. | Requires knowledge of the drivers of the Council's waste strategy | ✓ | |

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| Advising Environmental Wardens or other authorised officers of instances of fly tipping or illegal dumping. | | | |
| Undertaking all other duties as required for the role. Duties will be in line with the grade. | | | |

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| 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"/> | |

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Additional Information – the following information is available:

- 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:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results