



Role Profile

Waste Operations Officer

Reference No.	I294.01	Type	Individual
Service	Assets, Transportation and Environmental		
Job Family	Para Professional 5	Grade	FC7

Purpose

Ensuring the day-to-day operational delivery of high quality customer focussed household waste collection services across Fife.

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
Leading as part of a team providing direction to employees operating within the functional remit of the post.	Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent e.g. HNC Sustainable Resource Management or appropriate SVQ Level 3 in a relevant management discipline Hold, or be studying towards, appropriate COTC(s). Diploma or equivalent in a management discipline	✓	✓
Directing the day-to-day deployment of resources across Fife, ensuring Operational continuity is maintained at all times	Experience of team working (Work together)	✓	
Delivering section briefings and “toolbox talks”			
Monitoring standards of conduct, quality and performance taking appropriate action as required	Significant knowledge in a range of Waste Management operational areas. (Focus on Customers – ‘How We Work Matters’ Framework)	✓	

E = Essential Criteria D = Desirable Criteria

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Delivering, developing and maintaining employee training and records	Coaching and training skills		✓
Carrying out attendance management and other personnel issues in line with Council Policy	Extended supervisory experience, including logistics management in a service-orientated organisation Experience of applying human resources procedures	✓ ✓	
Participating in consultative groups, planning consultations and meetings as required	Written and verbal communication skills	✓	
Ensuring standards are achieved in accordance with the statutory requirements relative to the functional remit of the post.	Experience of participation in effective multi Service working		✓
Carrying out customer surveys, investigating and resolving complaints	Experience of managing conflict and dealing with complaints and request enquiries(Take ownership)	✓	
Authorising and monitoring, budget expenditure, overtime working and vehicle and plant hire	Experience of budget monitoring		✓
Carrying out risk assessments, COSHH assessments, manual handling assessments, and ensuring compliance with Health and Safety policy	Extended supervisory experience, including logistics management in a service-orientated organisation	✓	
Managing the fleet and resourcing, reconciling use against usage, including monitoring accident reporting, insurance claims etc.	IT skills (Embrace technology and information) Time management skills	✓ ✓	
Complying with any legislation relevant to the job	Knowledge of appropriate legislation e.g. Environmental Protection Act, EU & Domestic Driver rules		✓
Producing and presenting reports to Service Manager and Management team as required	Experience of contributing to medium term strategies to deliver organisational goals (Deliver results)		✓

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Participating in tender process, design for facility construction, process and service improvements on an ongoing basis	Experience of objective setting and monitoring		✓
Representing the Service and Fife Council at various community meetings, public meetings, and promoting the work of the Service.			
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"/>	

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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