

SOUTH DERBYSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

DIRECTORATE: **Environment & Communities**

SERVICE: **Operational Services**

POST TITLE: **Client Team Officer**

GRADE: **SO1**

REPORTS TO: **Service Development Manager**

JOB SUMMARY

1. To lead on the development, management and monitoring of the trade waste service.
2. To lead on the development, management and monitoring of recycling policies and initiatives.
3. To support and implement large scale service changes, to enable the Council to achieve service improvements, service efficiencies and savings/income.
4. To provide assistance to the Operations and Fleet Supervisor in the operational performance of waste and recycling collections.

MAIN DUTIES AND RESPONSIBILITIES:

General

1. Review operational systems, processes and procedures to look at performance improvement and service delivery.
2. To develop links and partnerships with relevant stakeholders to ensure the effective dissemination of information and advice.
3. Lead on internal operational improvement work, to enhance service processes and contribute to any corporate improvement initiatives.

4. Translate national guidance and legislation into local policy and procedures.
5. Project manage the co-ordination of recycling projects which link to improvements to the waste management systems.
6. Management of financial information, budgetary planning, forecasting, monitoring for Trade Waste and regular reviews with Accountants.
7. Legal and regulatory compliance, comply with all Council policies, including contractual standing orders, and financial regulations.
8. Actively promote the Council's vision, values and priorities and through personal example and positive direction make sure the business objectives of individual services translate into practical and effective action.
9. Provide a customer focussed service at all times in line with the Council's Customer Service Strategy and Customer Service Standards.
10. To ensure adherence to the Council's Health & Safety Policy.
11. To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme and to ensure the compliance of employees for whom you are directly responsible.
12. To comply with the Council's Employee Code of Conduct
13. To assist the Development Services Manager in the implementation of policies and service plans to meet committee and corporate objectives.
14. To perform appropriate duties as and when required by the Council's emergency procedures both inside and outside normal working hours.
15. Undertake such other duties commensurate with the experience of the post holder and the grading of the post as may be reasonably delegated from time to time.

Specific Duties

1. The lead officer and specialist adviser on all issues relating to the trade waste services provided by Operational Services.
2. To assist in the development and implementation of recycling initiatives within the Derbyshire Waste Strategy, Derbyshire Minimisation Strategy and Derbyshire Waste Partnership.

3. Provide specialist advice on performance and management information to Derbyshire County Council and internal partners to support business improvement and efficiency.
4. Under the direction of the Head of Operational Services maintain the annual key performance indicators that link with the Corporate Plan and support the Annual Service Plan in order to map and continuously improve the quality of the service's performance.
5. To support the business processes and information systems to comply with statutory and business requirements.
6. To ensure that all information published is in a consistent and standardised format, and is tailor made to the meet the requirements of the key priorities set out in the corporate / service plan.
7. Utilising key business improvement methodologies, oversee the review of working practices within the service and drive forward performance improvement and service delivery.
8. To oversee the system administrators and software providers, to ensure that processes and systems for the service are maintained and supported.
9. To also ensure that all trade waste disposals are undertaken as directed by Derbyshire County Council or under contractual arrangements.
10. In conjunction with the Operational Services Management Team ensure that the depot and other facilities are open, operational and supervised at all appropriate times for service provision.
11. In conjunction with the Operational Services Management Team ensure that the depot and other facilities are closed and secured at the appropriate times following service provision.

Date Issued: July 2023

Issued by: Head of Operational Services