

SOUTH DERBYSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

DIRECTORATE:	Environment & Communities
SERVICE:	Operational Services
POST TITLE:	Account Manager (Client Team Officer)
GRADE:	SO1
REPORTS TO:	Service Development Manager

JOB SUMMARY

1. To lead the development, management and performance monitoring of the Council's trade waste service, identifying opportunities for growth, income generation and service improvement.
2. To lead the development, implementation and review of recycling policies, strategies and initiatives, supporting increased participation and improved environmental outcomes.
3. To support the planning and delivery of major service transformation projects, ensuring the achievement of service improvements, operational efficiencies, financial savings and income generation opportunities.
4. To provide professional support and assistance to the Operations and Fleet Supervisor in the effective delivery and performance management of waste and recycling collection services.
5. To manage, monitor and develop the Council's commercial waste contracts, ensuring compliance with contractual obligations, high levels of customer service and the achievement of service objectives.
6. To collate, analyse and report waste, recycling and service performance data to central government and other relevant bodies, ensuring compliance with statutory reporting requirements and supporting the delivery of the Council's strategic priorities and Council Plan objectives.

MAIN DUTIES AND RESPONSIBILITIES

General

1. Lead the review, development and continuous improvement of operational systems, processes and procedures to enhance service performance, efficiency and customer outcomes.
2. Develop and maintain effective partnerships with internal and external stakeholders, contractors, regulatory bodies and community organisations to support service delivery and the effective exchange of information and best practice.
3. Lead and support service improvement initiatives, identifying opportunities to streamline processes, improve performance and contribute to corporate transformation programmes.
4. Interpret and implement relevant legislation, government guidance and industry best practice, translating these into effective local policies, procedures and operational arrangements.
5. Manage and coordinate waste, recycling and environmental service projects, ensuring successful delivery against agreed objectives, timescales and budgets.
6. Take responsibility for the financial management of the Trade Waste Service, including budget preparation, forecasting, income monitoring, financial reporting and regular liaison with Finance colleagues.

7. Ensure compliance with all relevant legal, regulatory and corporate requirements, including the Council's Financial Regulations, Contract Procedure Rules and statutory obligations.
8. Promote and demonstrate the Council's vision, values and priorities, ensuring that service objectives are translated into effective operational delivery and measurable outcomes.
9. Deliver and promote a high-quality, customer-focused service in accordance with the Council's Customer Service Strategy, standards and performance expectations.
10. Ensure compliance with the Council's Health and Safety policies and procedures, promoting a positive health and safety culture across all areas of responsibility.
11. Support and promote the Council's commitment to equality, diversity and inclusion, ensuring compliance with all relevant policies and legislation.
12. Comply with the Council's Employee Code of Conduct and maintain the highest standards of professional behaviour and integrity.
13. Support the Service Development Manager in the development and implementation of service plans, policies and projects to achieve departmental, corporate and strategic objectives.
14. Participate in the Council's emergency planning and business continuity arrangements, undertaking duties as required both during and outside normal working hours.
15. Prepare, analyse and submit waste, recycling and service performance data to central government and other relevant bodies, ensuring the accuracy, integrity and timely submission of statutory returns.
16. Undertake any other duties commensurate with the responsibilities and grading of the post, as reasonably required by management.

Specific Duties

1. Act as the Council's lead officer and subject matter expert for Trade Waste Services, providing professional advice, guidance and support on all matters relating to the service.
2. Lead and support the development, implementation and promotion of recycling and waste minimisation initiatives in line with local, regional and national strategies, including partnership objectives and statutory requirements.
3. Provide specialist performance, operational and management information to internal stakeholders, partner organisations and relevant authorities to support informed decision-making, service improvement and efficiency.
4. Develop, maintain and monitor service performance indicators and measures, ensuring alignment with the Council Plan, Service Plans and corporate performance frameworks, and driving continuous improvement.
5. Support the development, implementation and maintenance of business processes and information systems to ensure compliance with statutory, operational and organisational requirements.
6. Ensure that service information, reports and performance data are accurate, consistent, accessible and tailored to meet the needs of key stakeholders and the priorities identified within corporate and service plans.
7. Lead reviews of operational practices and procedures, applying continuous improvement principles and business improvement methodologies to enhance service performance, efficiency and customer outcomes.
8. Oversee the management and development of service systems, working closely with system administrators and software providers to ensure operational resilience, system integrity and effective user support.
9. Ensure that all trade waste collections, transportation and disposal activities are undertaken in accordance with relevant legislation, contractual obligations and disposal arrangements approved by the appropriate waste disposal authority.
10. Work collaboratively with the Operational Services Management Team to ensure that depots, facilities and operational assets are available, supervised and maintained to support the effective delivery of services.
11. Work collaboratively with the Operational Services Management Team to ensure that depots, facilities and operational assets are secured and closed appropriately following service delivery.

12. Manage, monitor and develop the Council's commercial waste contracts and customer accounts, ensuring compliance with contractual requirements, maintaining high levels of customer satisfaction and identifying opportunities for service growth, income generation and continuous improvement.
13. Lead the collection, analysis and submission of waste, recycling and environmental service data to central government, regulatory bodies and other relevant organisations, ensuring compliance with statutory reporting requirements and supporting evidence-based service planning and performance management.
14. Produce regular performance, financial and operational reports for senior management, elected members and external partners, providing analysis and recommendations to support strategic decision-making.
15. Support the development and implementation of service policies, procedures and operational standards to ensure the effective, efficient and compliant delivery of waste and recycling services.

Date Issued: June 2026

Issued by: Service Development Manager