

Kent County Council

Job Description: *Contract and Compliance Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Resource Management and Circular Economy
Grade:	KSG
Responsible to:	Waste Operations Manager

Purpose of the Job:

To support the Waste Operations Manager in the day to day operations of the service. To act as the professional primary point of contact for Providers' and Public escalations. To ensure the effective management, monitoring and continuous improvement of waste contracts across Kent. The role provides professional oversight of contractor performance, leads on compliance assurance and health and safety, manages escalations with discretion and confidentiality, and supports the development of high quality, customer focused waste services.

Travel across Kent is required and occasional out of hours work may be necessary.

Main duties and responsibilities:

- Support Waste Operations Manager in the day to day operations of the service, inspect sites, make sound decisions and recommendations for best outcome for KCC, attend meetings in a senior capacity where required;
- To take the lead with investigating escalations and managing customer enquiries/complaints offering early resolution using professional judgement for customers and providers;
- Undertake compliance role with regard to Contractual arrangements, leading Contract Boards, producing reports and managing the Council/Provider relationship;
- Undertake digital inspections, ensuring actions are completed by providers in a timely manner and that high standards of health and safety are maintained at all facilities.
- Review existing contractual agreements and site operations. Propose enhancements or improvements to realise financial and service efficiencies;
- Take an active interest in interpreting and applying new legislation and technical industry information relating to the service area;
- Lead pre-audit work and develop action planning from results of reviews, ensuring remedial work is undertaken and reports are completed;
- Provide input, support and updates for development of waste services as required, including developing and utilising financial data and performance information to make intelligent decisions or recommendations;

- Assist with the management of the RMCE Procurement Programme, identifying the next phase of the commissioning cycle for each existing contract and support the Service Delivery Manager in procuring and commissioning new contractual arrangements, undertake evaluation of tenders, and contribute to newly developed specifications and scope of contract.
- You will be required to provide assistance to other teams within the GET directorate, or any other part of KCC, from time to time as and when your technical and professional skills and knowledge are required for particular projects and initiatives.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Contract and Compliance Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to NVQ Level 4 or relevant technical qualification or equivalent experience in waste management contract management or a related field
EXPERIENCE	<ul style="list-style-type: none"> • Experience within local government or public service. • Experience in waste management or contractor performance roles. • Experience analysing operational and financial information. • Experience managing people or leading others.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to make confident operational decisions. • Ability to build strong relationships with a wide range of people. • Ability to resolve complex issues with professionalism and sound judgement. • Excellent analytical and problem solving skills. • Excellent written and verbal communication skills. • Strong IT and data interpretation skills. • Ability to provide informed commercial recommendations.
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of relevant waste legislation and industry practice. • Good understanding of health and safety requirements. • Understanding of budget management. • Awareness of procurement and commissioning processes. • Understanding of project management principles.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions</p>

	and actions Externally Focused - Residents, families and communities at the heart of decision making
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