

Kent County Council

Job Description: *Liaison Officer*

Directorate:	Growth Environment & Transportation
Unit/Section:	Resource Management & Circular Economy
Grade:	KR 8
Responsible to:	Service Delivery Manager

Purpose of the Job:

To act as the informed and consistent business advisor for the Waste Collection Authorities (WCA's) to ensure that any issues, concerns or recommendations for improvement are shared, captured and escalated as appropriate.

The waste collected by the WCA's represents a substantial portion of the waste that KCC processes and therefore they are a primary client.

Contribute to representing KCC's interests within the Kent Resource Partnership and District Partnerships as defined by the Service Delivery Manager. Any issues or opportunities which arise that need to be pursued at the strategic or service levels should be outlined to the Service Delivery Manager and escalated as appropriate. The postholder should be flexible, be able to travel and work outside of normal working hours in adverse situations.

Main duties and responsibilities:

1. Act as the informed and consistent business partner for the Waste Collection Authorities, representing KCC to ensure that any issues, concerns or recommendations for improvement are captured and escalated as appropriate.
2. Provide high quality advice to the WCAs and other stakeholders on service based policies, issues and procedures to ensure that they are kept informed. Ensure that non-compliance issues such as contamination are addressed.
3. Lead and represent KCC's interests in meetings, and within the KRP forums as requested, reporting in detail to the Service Delivery Manager any issues or opportunities which arise that need to be pursued at the strategic or service levels.
4. Brief the Service Delivery Manager and Contracts & Compliance team on emerging themes, issues and objectives arising from feedback from partners and stakeholders, and help relate them to the work plan and priorities.

5. Work with other colleagues in Resource Management & Circular Economy and wider to ensure joined-up communications with WCA's and other partners.
6. Assist the Service Delivery Manager in the preparation of documentation and reports as required to include data analysis and interrogation as required.
7. Interrogate waste data store, check clarity of information and process data to produce quarterly packs for WCAs to input into Waste Data flow, and support WCA colleagues with data input and queries.
8. Review and facilitate WCA payments in line with the partnership agreements, for example, IAA performance/enabling payments, tipping away payments, recycling credits, recharges etc. including attaining budget holder authorisation.
9. Work collaboratively with the Data & Insight Team to ensure timely completion of appropriate requests from WCA's to include data requests and reports.
10. Support the Service Delivery Team as appropriate and ensure customer care is paramount for both WCA's and Kent residents.
11. Undertake any specific projects as identified by the Service Delivery Manager to assist partnership working.
12. Manage the Abandoned Vehicle Process and contractual relationship with the off-taker while supporting the WCA in their collection capacity.
13. Oversee the Charity Docket process to ensure charities adhere to access guidelines and are managed appropriately.

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: *Liaison 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 equivalent
EXPERIENCE	<ul style="list-style-type: none">• Experience in advising partners within the waste industry.• Experience of data analysis and review, and presenting information, reports and recommendations to partners.• Experience of joint working and working in multi-agency partnerships.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent communication skills, both written and verbal to communicate with people at all levels.• Good ability to negotiate.• Excellent ability to analyse, interpret and report on complex data.• Ability to produce reports• Ability to work on own initiative with a partnership ethos• Ability to build relationships across organisation boundaries and work collaboratively with others.• To think outside of the box, with a wider context for successful delivery and impact• Customer care skills.• Able to travel to locations relevant to role.
KNOWLEDGE	<ul style="list-style-type: none">• Good understanding of customer care principles and practices.• Understanding of overarching hierarchy of waste.• Specialist knowledge of waste processes.• Knowledge 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 and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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