

Kent County Council

Job Description: *County Waste Liaison Officer*

Directorate:	Enterprise and Environment
Unit/Section:	Waste Management
Grade:	KR 8
Responsible to:	Waste Business Partnerships Manager
Location:	Maidstone

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 Waste Business Partnership Manager. Any issues or opportunities which arise that need to be pursued at the strategic or service levels should be outlined to the Waste Partnership Manager and escalated as appropriate. The post holder should be flexible 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 Waste Management policies, issues and procedures to ensure that they are kept informed. Ensure that non-compliance issues such as contamination are addressed.
3. Contribute to representing KCC's interests within the KRP forums as requested, reporting in detail to the Waste Business Partnership Manager any issues or opportunities which arise that need to be pursued at the strategic or service levels.
4. Brief the Waste Business Partnership 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 Waste Management and wider to ensure joined-up communications with WCA's and other partners.
6. Assist the Waste Business Partnership Manager in the preparation of documentation and reports as required to include data analysis and interrogation as required.
7. Review and make WCA payments in line with the partnership agreements including budget holder authorisation.
8. Work collaboratively with the Waste Support Team to ensure timely completion of appropriate requests from WCA's to include data requests and reports.
9. Support the Waste Support Team as appropriate and ensure customer care is paramount for both WCA's and Kent residents.
10. Undertake any specific projects as identified by the Waste Business Partnership Manager to assist partnership working.

Footnote: This job description is provided to assist the job holder to know what his/her 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: *County Waste 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 and interpret complex data.• Ability to build relationships across organisation boundaries and work collaboratively with others.• Customer care skills.
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.
BEHAVIOURS AND KENT VALUES	<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