

Kent County Council

Job Description: Contracts and Compliance Officer

Directorate:	Growth, Environment and Transport
Unit/Section:	Resource Management and Circular Economy
Grade:	KR9
Responsible to:	Waste Operations Manager

Purpose of the Job

To support the Waste Operations Manager in the day to day operations of the service and to make representation at Contract Board Meetings where required. To act as the professional primary point of contact for Provider's and Public escalations where more involvement is required and to advise the Waste Operations Manager of any escalated issues which require intervention. To provide discretion and confidentiality with regard to commercial discussions and to take a pro-active stance in liaising and responding to Customers, Partners and Providers as well as internal staff requests to ensure a satisfactory resolution is achieved for KCC.

Main duties and responsibilities:

1. 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;
2. To take the lead with investigating escalations and customer enquiries/complaints offering early resolution using professional judgement for customers and providers;
3. Provide Waste Operations Manager with regular updates on Customer and Partner Satisfaction, Escalations and Performance of contractors;
4. To take an active interest in interpreting and relaying new legislation and technical industry information relating to the service areas within this job role;
5. Review existing contractual agreements and propose enhancements or improvements to realise financial and operational efficiencies;
6. Undertake compliance role with regard to Contractual arrangements, leading Contract Boards and managing the Council/Provider relationship;
7. Lead and develop action planning for results of reviews and audits ensuring remedial work is undertaken and reports are completed;
8. Provide input and support for business development of waste services as required, including developing and utilising financial data and performance information to make intelligent decisions or recommendations;
9. 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 to procure and commission new contractual arrangements.

10. 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 equivalent experience in Waste Management
EXPERIENCE	<ul style="list-style-type: none">• Experience of working in local government or similar environment• Experience of working in a waste environment or an environment which manages contracts or performance of contractors• Experience of managing people and budgets• Significant proven professional experience
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Ability to make operational decisions.• Ability to work with drive and on own initiative with a wide range of people.• Ability to motivate and develop others.• Excellent written, verbal and presentation skills.• Excellent analytical and problem-solving skills.• Excellent customer care skills.• Excellent IT skills• Ability to make commercial recommendations
KNOWLEDGE	<ul style="list-style-type: none">• Sound understanding of relevant legislation.• Sound understanding of Health and Safety• Sound understanding of budgetary processes.• Good understanding of project management principles• Sound technical knowledge of Waste industry

KENT VALUES AND CULTURAL ATTRIBUTES

Kent Values:

- 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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

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