

Kent County Council

Job Description: *Waste Support Officer*

Directorate:	Deputy Chief Executives Department
Unit/Section:	Infrastructure
Grade:	KR7
Responsible to:	Contract Officer - Waste

Purpose of the Job:

To provide effective contract support to the Contract, focused on excellent contract administration, organisation of contract scheduled activities, communicating missed deadlines and issues and conducting site visits to drive standards.

Ensure the administration of the contract is maintained in accordance with the agreed contract schedules and procedures.

Act as the primary contact on day-to-day matters with the service provider and providing cover during leave and acting as the key day to day personnel to ensure a smooth operation and service to our customers.

Main duties and responsibilities:

- Provide comprehensive contract administration support ensuring key contract documents are organised and documents are up to date such as service matrix and FM audits/Key Stakeholder notes.
- Responsible for collating data from contract performance i.e. audits and ensuring this is recorded accurately and in timely manner.
- Update the internal reporting templates based on the data provided on a monthly and quarterly basis and populate report for the Contract Manager to complete.
- Attend, contribute to and administer meetings as designated by the Contract Manager with contractors and internal KCC services.
- Be the first point of contact for any issues/queries raised by the service providers and KCC customers, taking appropriate actions in relation to the issues/queries and ensure they are dealt with effectively and in a professional manner. Escalate complex issues/queries to Contract Officer.
- Review the contracts and highlight areas that are not clear and requires clarification by the Contract Officer to inform future contract amendments to meet customer requirements.
- Responsible for completing audits to ensure service delivery is continuously improved providing reports to the Contracts Officer.
- Ensure contractors are meeting contractual requirements for onsite health and safety including the storage and use of materials.
- Responsible for delivering a customer centric approach and displaying customer focused, professional and empathetic behaviour. Provide excellent service putting the customer at the heart of every aspect of the work.

- Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive innovation, proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved.

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: *Waste Support 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">• Level 3 qualification or equivalent in Business Administration or equivalent experience• A Full UK driving licence
EXPERIENCE	<ul style="list-style-type: none">• Experience of administration of contracts and an understanding of contract performance through Key performance indicators (KPI's)• Understanding of Facilities Management soft service contracts• Experience working in high volume, busy environments, working to tight deadlines• Experience of a one team approach and working collaboratively within a wider team• Experience of partnership working within a public sector or other relevant settings at different levels
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent administration, organisational skills, analytical ability• Excellent written and verbal communication skills and be able to adapt the communication style to suit different audiences• Good understanding of Microsoft packages – particularly Outlook, Word and Excel• Adaptable and flexible with an ability to multi-task proactively and reactively whilst maintaining routine tasks• Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability
KNOWLEDGE	<ul style="list-style-type: none">• Understanding of Waste services and COSHH regulations, Waste regulations and H & S risk assessment or IOSH Managing Safely (or willingness to work towards)• Knowledge of contract administration

<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<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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