

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Recycling Assistant

Waste Service, Place Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

Waste management contributes directly to the delivery of the Council's priorities (particularly Green and Clean, Environment and Wellbeing and Robust Resource Management).

It is an essential service, used by all West Northamptonshire's residents providing kerbside waste collection services, five Household Waste Recycling Centres and street cleansing operations, with specific statutory duties including making arrangements for the treatment and disposal of waste that is collected. Waste Services are delivered through a combination of in-house, joint venture and contractual arrangements.

The purpose of the job is to provide support to the project team introducing recycling and food waste services to those residents who live in flats and other communal properties in West Northamptonshire. The post holder will assist by visiting assigned properties to gather information which will be helpful with the implementation of new recycling services and also communicating with residents who live in those properties to give them information to encourage them to use the new services.

## **Accountable to:**

This role is accountable to the Waste Services Officer on a day-to-day basis but will work with several members of the waste team. The role sits within Waste Services, part of the Place and Economy Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. Liaise with residents, contractors, landlords, residents' association and council officers to enable the introduction of recycling services in blocks of flats and other communal properties.
2. To inspect sites: bin stores, blocks of flats etc to assess the suitability of them for recycling and food waste bins. Make recommendations on a site-by-site basis.
3. Engage with residents in a variety of ways to inform and educate them as to why and how to take part in the council's recycling schemes.
4. Monitor participation and tonnages of recycling and food waste from flats, to help measure the success of the project and identify areas of poor performance.
5. Respond to complaints and issues raised by residents or contractors related to the introduction of the recycling services in flats and investigate to offer solutions.
6. Maintain accurate records of inspections, complaints and engagements.
7. Work in accordance with timescales set out in the project plan and requested by the Waste Services Officer.
8. To ensure confidentiality is respected and maintained at all times and all personal data is securely held.

9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. To attend training sessions as required and to comply with any procedures and policies outlined by the Waste Services Officer which will include Health and Safety, Data protection and Equal Opportunities.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
		A, T, I, P, D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A/T/I
Skills in explaining and promoting environmental projects. Have the initiative and ability to demonstrate creativity and proactive approach in delivering campaigns and introducing fresh ideas.	E	A/I
Well-developed communication skills, including confidence to approach people, ability to effectively engage with members of the public, contractors and local authority officers.	E	A/I
Good presentation skills; ability to confidently present information to a range of audiences.	E	A/I/T
Flexibility to work independently and in a team, including good time management and organisational skills, initiative and confidence to handle day to day decisions individually as well as ability to work productively within a team, including good interpersonal skills.	E	A/I
Good project management skills, creating and delivering projects.	D	A/I
Full Driving Licence.	E	D

Knowledge:	Essential / Desirable	Measured by
		A, T, I, P, D
A good understanding of the need to reduce and recycle waste.	E	A, I
A good understanding of the responsibilities of a local authority waste team.	D	A,I
Knowledge of the West Northamptonshire area, in particular Northampton.	D	A,I

Relevant experience:	Essential / Desirable	Measured by
		A, T, I, P, D
Experience in responding to customer comments and service requests.	D	A,I
Experience of communicating important messages to a range of audiences.	D	A, I
Experience of working with members of the public	D	

Education, training and work qualifications:	Essential / Desirable	Measured by
		A, T, I, P, D

Good standard of education including 5 GCSEs at grade C or above including English and Maths.	E	D
Degree in Environmental Science/Studies or equivalent.	D	D
Access to transport, if necessary, to meet the geographic requirements of the post. If personal or car hire is used, this must be insured for business purpose.	E	D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	Mobile and Northampton
<b>Job family band:</b>	Customer Assistance 2	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£25,447 - £25,849 (pay award pending)	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

The role involves working out and about in the West Northamptonshire area, undertaking inspections, meeting with customers and contractors. We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you may be working remotely for up to 2 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact: [applications@changeagents.org.uk](mailto:applications@changeagents.org.uk)

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

