



Cumberland Council

Post Specification

Date	June 2024
Post Group Number	8271
Post Title	Assistant Waste Officer
Job Family	Operations
Job Family Role Profile	OS5
Final Grade	Grade 5

To be read in conjunction with the job family role profile

Service Area description
Location: Carlisle / Whitehaven / Workington Responsible To: Lead Officer – Trade
Main Purpose
<ul style="list-style-type: none">➤ To ensure customer concerns, queries and complaints are responded to in an effective and efficient manner➤ To support with informing and educating residents/businesses in relation to waste and recycling services promoting positive environmental activities
Key job specific accountabilities
<ol style="list-style-type: none">1. To work alongside the members of the team to ensure responses to customers (residents and businesses) are made in a timely and consistent manner.2. To ensure that data is recorded accurately and in a format that enables reports to be produced.3. To deal with non-complex operational enquires from members of the public and businesses, such as missed collections, identifying additional information to assist crews.4. Using templates prepare letters for residents and businesses to address a range of issues.5. Using templates to undertake reviews as necessary of the additional services that some residents/businesses may receive such as assisted collections and larger/additional bins, return of waste transfer notes.6. To utilise systems to maintain record enquiries, concerns and compliments and the responses.7. To run reports as required to ensure that the service continues to operate in an effective and efficient manner.8. To raise purchase orders and process invoices as required by the service.9. Undertake such other duties that are required from time to time and are commensurate with this position.
Please note annual targets will be discussed during the appraisal process
Key facts and figures of the post

Budget Responsibilities	None	
Staff Management Responsibilities	None	
Other		
Essential Criteria - Qualifications, knowledge, experience and expertise		
Criteria	Essential Competency	Desirable Competency
Education & Qualifications	<ul style="list-style-type: none"> Level 2 or equivalent in an appropriate subject 	<ul style="list-style-type: none"> Waste service-related experience
Experience, Knowledge & Understanding	<ul style="list-style-type: none"> Experience of working with IT systems Experience of working in an office environment Experience of dealing with residents/customers 	
Skills	<ul style="list-style-type: none"> Practical Computer Skills Communication skills – written and verbal Competent with Excel 	
Personal qualities & Commitment	<ul style="list-style-type: none"> Ability to cope with change; resilient and able to find creative solutions, to do things differently to achieve positive outcomes, prompt and clear decision making with consideration of risks. Commitment to highest levels of service delivery with a customer centred approach Confident, tactful, proactive and organised 	
Disclosure and Barring Service – DBS Checks		
<ul style="list-style-type: none"> None 		
Job working circumstances		
Emotional Demands	None	
Physical Demands	None	
Working Conditions	May at times be required to work outside in various weathers	
Other Factors		