

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Director Area:</b> Place	<b>Job Ref Number:</b> 03028
<b>Service Area:</b> Waste Services	<b>Grade:</b> G4

**Job Title:** Performance & Improvement Assistant

### PURPOSE OF JOB:

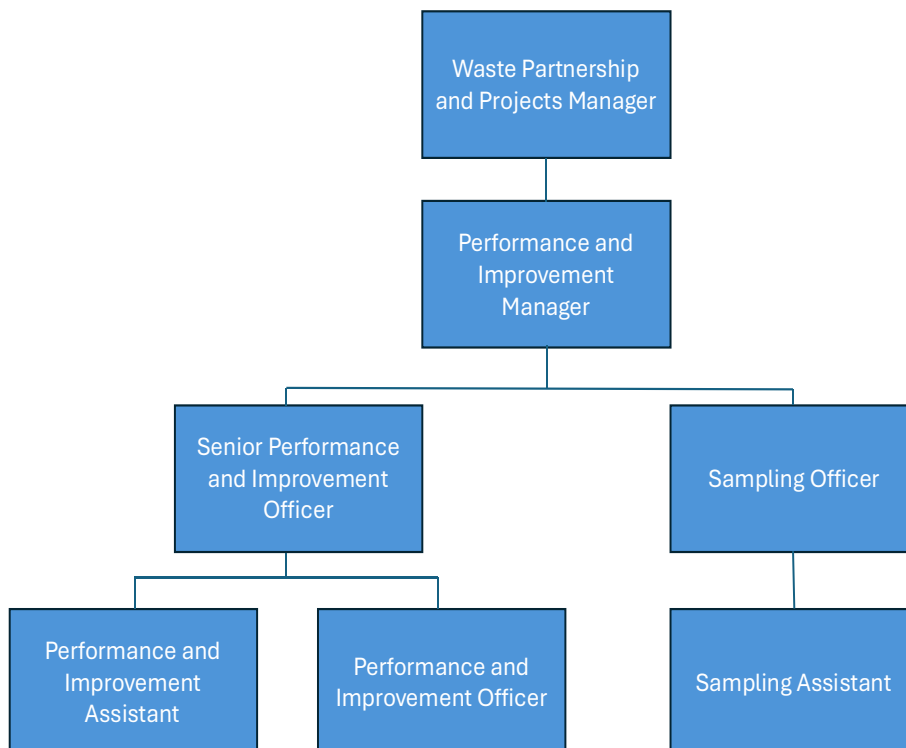
Effective and efficient collection and disposal of waste and the recovery of high quality recycling is essential to help improve the environment and to meet the aims and objectives of the Joint Municipal Waste Management Strategy.

The primary purpose of the role is to support the Performance and Improvement team by providing data analysis and other support to Performance and Improvement Officers working at the kerbside.

The postholder will support the team to deliver new initiatives to improve waste and recycling in Lincolnshire by:

- Collecting, collating and analysing data in respect of waste collections
- Use data to create work packages for performance and improvement officers
- Update systems with outcomes of resident engagement
- Work with residents and answer enquiries in relation to waste improvement initiatives

### TEAM STRUCTURE:



<b>MAIN DUTIES:</b>	
1.	To undertake collection, collation and analysis of data from waste collection rounds to create work packages for Performance and Improvement Officers.
2.	To accurately input outcomes from Performance and Improvement engagement activities.
3.	Production of reports on activities and improvements undertaken in Waste Improvement projects which should be presented in a clear and informative manner using new ideas and methods.
4.	To analyse performance of Waste Improvement projects based on robust data and use this data to support the improvement of engagement activities and help improve recycling rates and reduce contamination of waste across the county.
5.	On a day to day basis, provide advice and education to residents who have enquiries regarding improvement activities, specifically in respect of collection of their household waste and non-collection which may have occurred.
6.	To learn about the process of waste collection and disposal and its importance in relation to achieving the aims of the Lincolnshire Waste Partnership Joint Municipal Waste Management Strategy.
7.	To be able to input data gathered from waste sampling and provide outputs showing changes in waste composition and help relate that back to engagement activities undertaken.
8.	To deal with and manage day to day enquiries from contractors in relation to disposal of waste related to improvement projects.
9.	Liaise with Waste Collection Authorities to ensure continuity of project resource based upon waste collection rounds related to Improvement projects.
10.	To liaise with other relevant outside agencies via mail, mail and telephone and provide administrative support to the team as necessary.
11.	Regularly challenge and improve working processes in line with their day to day job in order to improve service delivery and work with the LWP Programme Delivery Manager to implement changes.
12.	<p>Provide day to day support as appropriate to deliver the agreed priorities, working collaboratively with waste services teams (in both LCC and the District councils) by:</p> <ol style="list-style-type: none"> <li>a) Supporting teams/colleagues as appropriate to embed new ways of thinking and working.</li> <li>b) Ensuring effective performance management to deliver outcomes in line with improvement project delivery.</li> <li>c) Providing advice and guidance as appropriate for own area of expertise.</li> <li>d) Demonstrating the Council's Core Values (at the relevant level): <ul style="list-style-type: none"> <li>• Collaborative</li> <li>• Adaptable</li> <li>• Responsible</li> <li>• Eco-conscious</li> <li>• Supportive</li> </ul> </li> </ol>

**PERSON SPECIFICATION:**

Requirements	Where identified*	Essential	Desirable
At least 5 GCSE passes at Grade C or above or equivalent.	A	✓	
Experience of MS Office: Word, Excel as a minimum.	A	✓	
Understanding of how to provide excellent customer Service.	A / I	✓	
Experience in dealing with the public either face to face, telephone written capacity.	A / I	✓	
Is thorough and pays attention to detail.	A / I	✓	
Demonstrating problem solving capabilities.	A / I	✓	
Working on own initiative.	A / I	✓	
Good written and verbal skills.	A / I	✓	
Committed to self-development including the ability to attend training courses which may be away from the office.	A / I	✓	
Flexibility and a responsible approach to work.	A / I	✓	
Experience of adapting rapidly to changing situations and priorities and is able to cope with unclear situations.	A / I	✓	
Experience of Data entry.	A / I		✓
An awareness of Health and Safety within the workplace.	A / I		✓
An Awareness of Data Protection within the workplace.	A / I		
Ability to respond quickly and positively to changing priorities.	A / I	✓	
Ability to provide practical support to colleagues.	I	✓	
Understand the impact of personal behavior and decisions on others.	I	✓	

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

**GENERAL**

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.