



**JOB DESCRIPTION**

**POST: Commercial Services Officer**

**DEPARTMENT: Waste, Recycling and Fleet**

**REPORTING TO: Corporate Manager – Waste, Recycling & Fleet**

**RESPONSIBLE FOR:**

**GRADE: 5**

**MAIN JOB PURPOSE:**

- a) Responsible for the delivery and implementation of a business generation service for the Councils, including trade services, garden waste collection service and other service deliverables that generate income
- b) To promote marketing and commercial initiatives that will enable the services to expand and grow in line with customer and business requirements
- c) To continually investigate and source additional income streams that will generate income and improve services to existing customers
- d) Arrange regular promotional events and exhibitions in order to encourage new customers and to expand the services provided
- e) Work with the contractor in order to ensure customer requirements are met and that improvements on service delivery issues can be offered to customers in order to secure business
- f) Ensure a cost effective pricing structure is in place and work with financial teams in order to ensure accurate billing, collection of fees and debt recovery if required
- g) Undertake administration duties and produce letters, renewal information, invoices etc relating to the services
- h) Produce reports and provide statistics and deliver on performance targets, along with administration tasks associated with the service

**DUTIES AND RESPONSIBILITIES:**

- a) Ensure up to date knowledge of the waste industry and regulations is maintained in order to ensure compliance

- b) Ensure targets are met on income generation and tonnages in line with performance measures
- c) Ensure the contractor delivers the service to the customers in line with expectations and to ensure service levels are maintained
- d) Educate and advise customers on issues relating to commercial waste services to ensure they receive the best possible service at the best price
- e) Continue to promote the trade and garden services within the districts in order to maximise income
- f) Contribute to the provision, monitoring and reporting of statistical information relating to commercial services
- g) Carry out enforcement investigations and gather evidence prior to prosecuting
- h) Any other duties of a similar nature which may be required
- i) The post holder will work as part of a small team relating to commercial services, but also as part of the Waste Services Team
- j) An excellent working relationship with the contractor in order to ensure an excellent service delivery to the customers so that they will continue to use our services
- k) A high level of contact with businesses, members of the public, outside organisations, other authorities and bodies as well as internal colleagues
- l) The post holder will be flexible in order to be able to work across other disciplines and departments in order to share information and knowledge and provide support when required
- m) The post holder will work with the Business Improvement Team, undertake Performance Monitoring, deal with complaints and Freedom of Information requests

### **Additional information**

- a) Does this job require a DBS check? No
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. Yes/No
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. No

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

## PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

<b>REQUIREMENTS</b> The postholder must be able to demonstrate:	<b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation
<b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i>	
a) NVQ level 4/degree level or equivalent knowledge gained through experience  b) Ability to use a keyboard in order to enter data on a variety of systems	A/I  A/I
<b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i>	
a) Ability to analyse customers needs and provide solutions and answers to problems within the regulations  b) Plan for events and exhibitions in order to promote service delivery and in order to gain more customers  c) Ability to question customers regarding their requirements and negotiate and try to persuade them to use our services  d) Ability to demonstrate a sound knowledge of the waste industry and in particular business waste in order to assure commercial customers that the service is deliverable, reliable and cost effective  e) Exchange information and knowledge with colleagues internally and externally in order to ensure changes in legislation and data reporting is always accurate and timely  f) Work with colleagues in order to set prices and service standards  g) Experience of working in a commercial arena where it is important to be knowledgeable about the services offered, be confident on service delivery and be able to demonstrate an effective value for money service  h) Ability to work on own initiative and as part of a team in order to share experience and knowledge  i) Experience of working with a variety of audiences and at all levels	A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I

<p>which will require different negotiating and listening skills</p> <p>j) Experience of producing promotional information and for putting on events and exhibitions in order to promote the services offered and get feedback on customer needs</p>	<p>A/I</p>
<p><b>SKILLS/ATTRIBUTES</b> (e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</p>	
<p>a) A good team member who is able to work with colleagues across various disciplines and share information</p>	<p>A/I</p>
<p>b) A professional, personable and confident attitude when dealing with customers, contractors and other service providers</p>	<p>A/I</p>
<p>c) A flexible approach to workloads, and the ability to adapt to change, in order to be able to take on projects and other initiatives as the service demands and across other service areas</p>	<p>A/I</p>
<p>d) Good organisational and time management skills in order to meet tight deadlines</p>	<p>A/I</p>
<p>e) Ability to find workable solutions to problems from either the customer perspective or from the contractor in order to ensure service delivery is maintained and the customer is retained</p>	<p>A/I</p>
<p><b>BEHAVIOURS</b> Behaviours will be tested at interview against the Council's values (further detail below)</p>	
<p>Empowering, valuing and developing our people</p>	<p>I/TP</p>
<p>Valuing our customers</p>	<p>I/TP</p>
<p>Being open and honest</p>	<p>I/TP</p>
<p>Taking ownership</p>	<p>I/TP</p>
<p>Being ambitious</p>	<p>I/TP</p>
<p><b>EQUALITY AND DIVERSITY</b></p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>



# Our Values

...we believe in



**OUR CUSTOMERS**

**BEING AMBITIOUS**

**TAKING OWNERSHIP**

**BEING OPEN and HONEST**

**OUR PEOPLE**



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.