

STREET SCENE AND WASTE PERFORMANCE OFFICER

Role Profile



Title	Street Scene and Waste Performance Officer	
Grade	GRADE E	
Reference:	N730	
Reports to:	Policy and Performance Manager	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Semi Professional	
Primary purpose of role	This role will primarily be responsible for gathering, monitoring and reporting statistical information in relation to Street Services, in particular the statutory function Waste Data Flow (WDF) and supporting the maintenance of the Street Services Information System (SSIMs). The role will involve the production and analysis of accurate operational and performance data for management and operational colleagues to help drive improvements.	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Responsibility for the collation, validation, interpretation and entry of Street Services performance data. Identifying trends and highlighting issues and opportunities for the service (20%) ▪ The collation, checking and interpretation of monthly and quarterly waste and recycling and fly tipping data and its submission as part of the WDF and Fly Capture statutory returns to DEFRA (20%) ▪ Ensuring that data integrity meets the requirements of DEFRA and the Environment Agency and that data collection systems and recording are updated according to changes in legislation, the definitions of waste and data monitoring calculations and indicators (5%) ▪ Investigation and resolution of data anomalies identified by WDF during the DEFRA Statutory returns process (5%). 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ To ensure the smooth operation of the service and efficient processes and work practices ▪ Accurate and timely Statutory reporting to DEFRA ▪ Efficient and effective support to back office and front line service Production of accurate information and work to management and colleagues. ▪ Data integrity - accurate data collection and record keeping and timely data reporting to meet Corporate and senior management requirements ▪ Accurate simplified reporting and forecasting to inform effective service progression and delivery ▪ The statistical analysis of data adds value, identify trends and patterns. ▪ Accurate location based route planning and asset management ▪ Data is accurate and is both produced and submitted according

	<ul style="list-style-type: none"> ▪ The integration and maintenance of Information Weighing System (IWS) data with the services National Indicator monitoring and recording system (5%). ▪ Support for the SSIMs Officer in the device deployment, training and maintenance of the electronic systems, software and hardware for Waste and Street Scene (15%) ▪ Support for the regular updating of Mayrise in accordance with National Land and Property Gazetteer and Street Gazetteer updates and allocation of new streets and households to schedules and rounds (5%) ▪ Support for the maintenance of the waste asset registers for Waste, Streets and Green space and the mastering and updating of GIS data sets both within Mayrise (ARC GIS) QGIS and GGP (5%) ▪ Support the back office integration of Mayrise with Firmstep, production of operational reports and the management of Works Orders (15%) ▪ Assist with the maintenance and updating of Routesmart waste collection planning tool for the optimisation of collection rounds (5%) 	<ul style="list-style-type: none"> ▪ to reporting requirements. ▪ Delivering agreed outcome to agreed timescales
Key activities	<ul style="list-style-type: none"> ▪ Collation, maintenance and updating of the services systems data in line with service requirements, policies and national and corporate performance indicators. (10%) ▪ Submission of monthly, quarterly and annual data returns to DEFRA WDF & Fly Capture (10%) ▪ Day to day support and training for Waste and Street Scene electronic scheduling, sequencing, workflow and management information systems for both scheduled and ad hoc work (10%) ▪ Maintenance and updating of multiple application modules (15%) ▪ Maintenance of asset registers, routing and scheduling both manual and electronic (10%) ▪ Support with inventory control and device deployment and first line diagnostic problem solving (10%) 	

	<ul style="list-style-type: none"> ▪ Analysis of data and report production for operational management (10%) ▪ Analysing and reporting information from Firmstep and other service applications to inform service delivery improvements (15%) ▪ To produce monthly, quarterly and annual performance reports for corporate reporting and senior managers (10%) ▪ Carry out other duties appropriate to the grade of the post
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ GCSEs 9-4 (A*-C) or equivalent in English and Maths ▪ A relevant qualification to A level or NVQ Level 3 or equivalent ▪ Competence and technical expertise in data management and analytics ▪ Advanced level knowledge and experience of Excel to extract, interpret and amalgamate data from various sources including pivot tables and data management tools ▪ Experience of applying analytical tools such as Access, SQL, Crystal Reporting or other similar query languages ▪ Knowledge of GIS for asset management, spatial planning and graphical presentation ▪ Ability to provide interpretation and trend analysis in simple formats ▪ A technical understanding of reporting
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Knowledge of Waste Collection and Disposal and Street Scene activities ▪ Awareness of the Freedom of Information Act ▪ Full UK driving licence and the ability to make crew visits
Essential experience	<ul style="list-style-type: none"> ▪ Experience of performance and operational reporting and data analysis ▪ Proven experience of working with system applications and databases ▪ Proven experience of extracting and amalgamating data from multiple sources ▪ Experience of maintaining data integrity, audit and access controls ▪ Proven experience of drafting internal reports and letter writing
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of providing support in a technical environment ▪ Experience of working on contracts and/or working with external contractors and consultants ▪ Experience of spatial planning and modelling
Essential skills	<ul style="list-style-type: none"> ▪ Analytical skills required to interpret information and to examine and produce spreadsheets and analyse raw data. ▪ Problem solving skills required to solve varied problems over a short term period relating to future plans and actions, i.e. changes in service provision, legislation ▪ Attention to detail and ability to analyse large volumes of data ▪ Keyboard skills required with considerable demand for precision and speed to input data and create reports and statistical information ▪ Lengthy concentration and attention to details skills combined with the ability to multi task and respond to unforeseen problems ▪ Communication skills required to exchange information of a complicated nature with a range of audiences

- | | |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none">▪ Excellent reporting skills to build reports using tools including Microsoft Excel to present statistical information▪ Ability to manage workloads effectively and adapt and prioritise under pressure |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Corporate standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.