



# City of Westminster

## Contract Officer (Waste and Recycling Services)

<b>What we value at Westminster</b>	<p>We believe that through our leadership and working together we can create the best environment to support growth that benefits our local communities and our unique heritage of which we are the proud custodian.</p> <p>Our vision is for Westminster to be an unrivalled City of choice and aspiration where the connections we build amongst our teams, residents, businesses and visitor's gets stronger as everyone plays their part in and benefits from the city's continued success.</p>
<b>Our culture</b>	<p>At Westminster we have a culture of openness, transparency and integrity – where everyone has the opportunity to thrive and develop to be the very best.</p> <p>The Westminster Way is the council's commitment to our staff and is underpinned by three pillars:</p> <ul style="list-style-type: none"><li>• <b>Personal development: Everyone has talent.</b> We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best.</li><li>• <b>Value our people and diversity: Everyone is valued.</b> We embrace our differences, to bring new perspectives to the future challenges of our city.</li><li>• <b>The Westminster Way of working: Everyone is a leader.</b> At Westminster we encourage everyone to develop themselves to have a growth mindset and an outward looking approach to provide the best service to our residents, businesses and visitors. We champion modern and agile working and an open and transparent outlook to the way we work.</li></ul> <p>In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That's why at Westminster we celebrate and embrace our differences.</p> <p>We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.</p>
<b>Portfolio/responsibilities of this role</b>	<p>The many services delivered by the Waste and Parks Team are high profile and vital to maintaining and enhancing the reputation of the City Council, regularly cited as the most important the Council provides by our residents and visitors.</p> <p>The postholder will support the successful management of a number of contracted services across Waste and Recycling, and the</p>

	<p>coordination of a diverse range of interconnected projects (to time and budget), managing the effective delivery of collections within the framework of statutory requirements under the Environmental Protection Act 1990, UK Waste Regulations, and other related legislation. The postholder will act as an ambassador for the service within and beyond the council.</p> <p>The postholder will also understand and demonstrate the Council's values and behaviours, working collaboratively with colleagues, partners and other stakeholders to build a sustainable, highly effective organisation and develop our reputation as a successful Council delivering great value for its residents.</p> <p>Budget Responsibilities -  Staffing £0  Procurement £0  Other £0</p>
<p><b>What do we expect this role to achieve?</b></p>	<p>To support the development of a range of projects and the management of a number of contracted services within the Waste and Recycling Team, in Waste and Parks:</p> <ul style="list-style-type: none"> <li>• Monitor, audit and report on the quality of work carried out by Waste and Recycling Services contract providers, through partnership working, research and evaluation, data analysis, performance monitoring and risk management.</li> <li>• Work with service providers to develop and agree KPIs and contribute to Contract Review Meetings with service providers to discuss current performance and future requirements.</li> <li>• Establish and maintain ongoing and effective relationships with other internal departments, Government departments, regional and local authorities, other statutory bodies, residents' and business associations and other external stakeholders in the development and implementation of projects, proposals and initiatives.</li> <li>• Support and assist with the tendering of contracts and other procurement activities as required.</li> <li>• Undertake project work in relation to new initiatives and service improvements. Ensure that project management methodologies are applied throughout the delivery cycle including the development of project plans, establishing effective project governance, the management of dependencies and risks, and that robust financial and performance reporting systems are in place.</li> <li>• Promote partnership working with local communities, schools, businesses and other stakeholders in order to support Waste and Recycling programmes and campaigns that offer good value for money and are deliverable in the long term.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support the relevant managers to integrate service delivery plans for the allocated contracts, ensuring they align with overall departmental and council strategy.</li> <li>• Support best practice in management of contracts and contract performance, ensuring compliance with the council's procurement code and statutory procedures in contract law.</li> <li>• Contribute to the preparation of reports, prosecution case files and briefing notes for Cabinet Members, Senior Managers and other departments, as required.</li> <li>• Carry out site-visits, inspections and meetings to investigate and resolve issues and complaints, as necessary.</li> <li>• To support and assist on other Waste and Parks projects, as and when required.</li> </ul>
<b>Band/Salary range</b>	Band 3 Level 1 £34,689 – £38,442 Salary is negotiable depending on experience.
<b>Work style</b>	Agile and Flexible Working conditions
<b>Your manager &amp; team</b>	Reports to: Mark Banks, Head of Service, Waste and Parks <hr/> Direct Reports: None
<b>Experience</b>	<p><b>Work experience</b></p> <ul style="list-style-type: none"> <li>• Experience in supporting or managing projects and programmes in the Public Sector, with a strong track record of success in delivery.</li> <li>• Experience of working in a waste and recycling management setting (minimum 2 years).</li> <li>• Moderate supplier relationship/contract monitoring experience and expertise (minimum 2 years).</li> <li>• Experience in managing and maintaining a variety of documents to support the delivery of projects or business objectives.</li> <li>• Experience of working in a fast-paced environment with multiple demands and priorities to achieve.</li> <li>• Experience of collaborative working with a wide range of internal and external stakeholders.</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Awareness and understanding of future changes to the Waste and Resources Industry as a result of the implementation of the Resources and Waste Strategy (2018) and related consultations.</li> <li>• Procurement legislation and supplier relationship management.</li> </ul>
<b>Skills</b>	A command of written and spoken English is appropriate for the effective performance of the role.

	<ul style="list-style-type: none"> <li>• Excellent communication skills – able to build relationships to deliver projects and change within the team.</li> <li>• Strategic and independent thinker – able to think strategically to challenge/influence the status quo and offer new ideas. Ability to work unsupervised and to prioritise and balance workloads.</li> <li>• Problem-solver – able to independently analysis a situation and seek ways to improve or resolve issues.</li> <li>• Sector and market insight.</li> <li>• Teamwork – demonstrates commitment to teamwork and creates value not only for self, but also for others. Focuses on the overall objectives of the team to continuously improve.</li> <li>• Self-developer – acts as role model, invests time in personal development and encourages others to do the same.</li> <li>• Influencer – positively influences others (external/internal) in support of business objectives.</li> <li>• Project Management – an understanding of basic project management processes.</li> <li>• Document Management – efficient administration skills to maintain key documents and write effective summary.</li> <li>• Customer driven – understands the customer needs that will support delivery of the business strategy and implements these where appropriate.</li> <li>• Ability to use Microsoft Office products specifically Word, Excel, PowerPoint, Outlook and Teams.</li> </ul>
	<p><b>Qualifications / Experience</b></p> <p>5 GCSEs including Maths and English. Level: Grades A to C or equivalent qualifications.</p> <p>Evidence of continued professional and personal development.</p>
<p><b>Corporate standards</b></p>	<ul style="list-style-type: none"> <li>• <b>Resources / Financial management</b> We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way</li> <li>• <b>Values and behaviours</b> Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision.</li> <li>• <b>Compliance</b> We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate.</li> <li>• <b>Equality and diversity</b> We value equality and diversity as a city council and we want you to support and promote this in your day-to-day work.</li> </ul>
<p><b>Additional values and behaviours for Managers</b></p>	<p><b>People and Service Management</b></p> <ul style="list-style-type: none"> <li>• Role model the Westminster Way: <ul style="list-style-type: none"> <li>○ Demonstrate inclusive leadership</li> <li>○ Take the lead in driving initiatives</li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>○ Be proactive in being forward and outward looking, by regularly investing in own development.</li><li>● Driving forward performance by empowering staff to take the lead. Setting high standards, encouraging improvement and innovation. Supporting the team to achieve by adopting a coaching style of management</li><li>● Having regular employee led conversations to develop our people – creating a safe environment for learning, taking time to understand their strengths and motivations, stretching them and coaching them to achieve.</li><li>● Managing budgets responsibly – planning, monitoring and adapting budgets to respond to changing priorities.</li><li>● Delivering the Medium-Term Plan</li><li>● Working within the democratic framework - understanding the democratic process and its role in public organisations, anticipating Member needs and responding to their feedback.</li></ul>
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