

JOB PROFILE

Job Title:	Service Performance & Projects Officer
Service Area:	Shared Waste Service
Grade:	7
Reporting Manager:	Shared Service Manager (Waste)
Direct reports:	None

Job summary:

To play a key role in supporting the service development and functionality of the waste management IT system, including development of online reporting functionality for members of the public. To facilitate and critically appraise performance through data management, project work and web development using research and the analysis of customer data. To provide technical expertise and project support to managers of the Shared Waste Service.

Key responsibilities:

To play a lead role in the management and development of the waste management IT system and online reporting including; Co-ordination of consultancy work with software suppliers and contractors and the Shared Waste Service,

- Management of the contractors development of the waste management IT system as required by the waste contract.
- Responsible for planning and co-ordinating the implementation of system upgrades in liaison with software suppliers, contractors and IT,
- To receive and evaluate all software release notes, technical documentation and literature relating to the waste management IT system, mobile application or other software products. Implementing elements into working practice as appropriate.
- To work with the super-users administering the waste management IT system and other software/applications and to ensure that an audit log is maintained of changes, and regular reviews are undertaken.
- Regular liaison with software or mobile application providers and contractors regarding implementations, projects and queries.
- Hold regular service review meetings with contractors and software provider Account Managers and escalate issues and suggest enhancements to the system where necessary.
- Lead on the system set up and support users with systems set-up for specific projects and tasks and advise as required as the waste management IT system is a complex and configurable system.
- Development of standard reports in PowerBI or other systems in conjunction with the Waste Contract Manager, Senior Contracts Officer and the contractor to support the Performance Management Regime, service-related projects and service changes.
- Responsible for, in liaison with contractor super-users for the integrity of the application including investigation and resolution of problems, and liaison with IT and software providers where necessary.

To provide service specific system support to the waste management IT systems, and reporting tool users including;

- Responsible for providing guidance to service users on setup and the creation and maintenance of Trade customer accounts.
- Responsible for business process engineering tasks and configuring solutions in the waste management IT system to ensure readily available data for users in reporting tools such as PowerBI.
- To be responsible for implementing and managing data sharing and retention procedures for the service including identifying and scheduling cases/records for deletion in consultation with managers.
- Working closely with the service area and software provider on a range of system related projects.

Supporting the Shared Waste Service and contractor with software applications as required. Managing the implementation of systems and system changes over a wide range of projects.

Develop and maintain project plans as required for new Shared Waste Service initiatives. Implementing and embedding new services into the IT systems.

Undertake and manage reviews of business systems and project manage the implementation of changes.

Development of simple and 'lean' reporting solutions to support the Performance Management Regime.

Work with large, complex data sets to identify trends in service delivery and performance and deliver advanced actionable customer insights by developing a suite of analytical reports for the Shared Waste Service on both operational and recycling performance to enhance service delivery and reduce complaints.

In liaison with Finance encourage the development and support the implementation of changes to the Financial Management Systems (FMS) to ensure the effective management of trade waste service financials. Including the development of API links as necessary.

To be responsible for the reconciliation of the income and expenditure for income generating services such as charged garden waste collections and bulky waste collections.

To be responsible for the verification of all property and street data for annual contractual uplifts on the waste contract, including the maintenance of records for adopted roads, and contract changes e.g. litter bins which affect the core pricing.

To analyse, check and maintain data for relevant corporate reporting systems e.g. risks and KPIs, carbon and social value reporting

To develop and maintain a monthly performance report for the service.

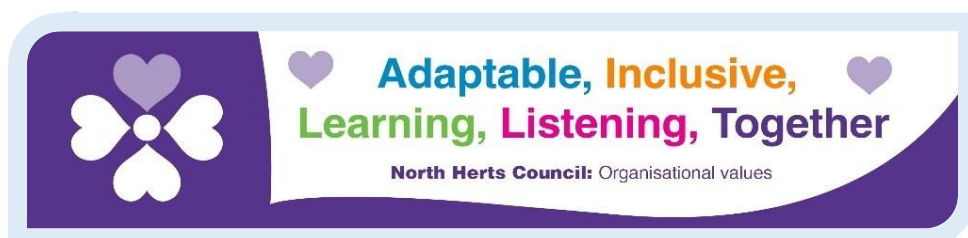
To prepare performance information for Partnership Board and Project Boards in liaison with the Shared Service Manager. Including but not limited to, contractual KPIs, social value and carbon reporting.

Lead on the digitisation of the service and development of self-serve and channel shift opportunities.

Develop and maintain in liaison with software providers API integration between software solutions to improve the efficiency of the service.

Develop and maintain GIS mapping solutions in liaison with IT and contractors for the Shared Waste Service

To identify training needs and prepare and deliver that training to staff and contractor users as necessary.



Intranet and internet author and approver, working closely with the services managers and the web management team. Provision and maintenance of performance data for web publication. And future development of the Intranet and Internet through research and liaison with the Hertfordshire Waste Partnership.

Supporting team leaders and shared service staff with service delivery within the team on behalf of both NHDC and EHC.

To work with Managers/Team Leaders ensuring the Shared Waste Service has fully documented quality procedures and work instructions to maximise the efficiency of the administration of the service.

To provide technical assistance to management with a view to providing a quality service to customers. In conjunction with the Shared Service Manager, to carry out and evaluate benchmarking exercises to ensure high level performance.

Carry out business process reviews to ensure a streamlined approach to service delivery and to continually seek cost saving and automation opportunities. Analysing data to help improve the level of service delivery.

Provide project support to the Shared Service Manager on major projects such a service changes or large procurements.

To verify and maintain data necessary for external reporting. e.g. WRAP LA Portal.

To review and develop the services for which the postholder is responsible and manage to change, to achieve continuous improvement; to maintain agreed performance targets and to meet the requirements of Best Value.

To ensure the service meets the Council's Customer First Standards.

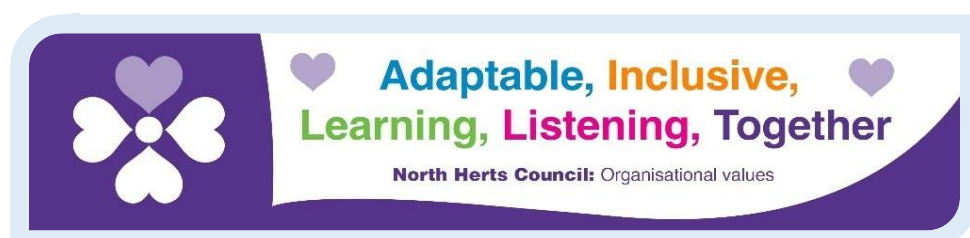
To actively promote the service in order to raise the profile of the Council and demonstrate its value to residents and customers.

To provide supportive management to coach, develop and motivate staff and empower them to deliver high quality services and contribute to the achievement of Council priorities.

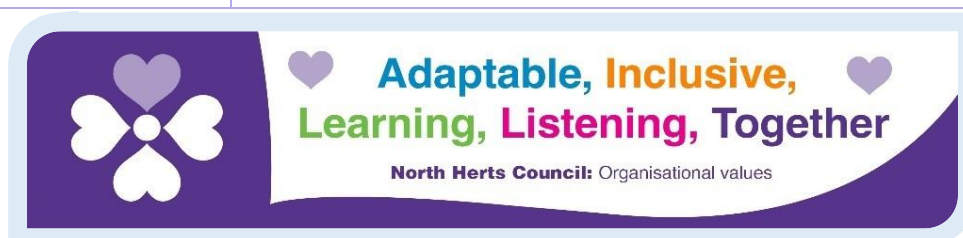
Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](http://www.north-herts.gov.uk)

Key Requirements:		Essential desirable
Qualifications:	Educated to GCSE standard or equivalent.	E
	GCSE grade C or equivalent standard of numeracy and literacy	E
	Educated to A level standard or equivalent	E
	Project Management Qualification or willingness to work towards this within the first 12 months	D
	Basic level certificates in Word and Excel.	D
	Project management training, tools or qualification	D
	Advanced Excel Training	D



Job related experience & knowledge:	Excellent keyboard skills and use of Microsoft Windows and Microsoft Office suite of programmes.	E
	Experience of understanding and reporting on performance information	E
	Extensive Experience of analysing and interpreting data, identifying trends, investigating and proposing remedial action	E
	Experience of researching, developing and monitoring projects	E
	Advanced IT skills to include Word, Excel, Outlook, Powerpoint, complex service specific database software systems such as Whitespace Powersuite or equivalent	E
	Experience of managing and manipulating complex datasets for analysis (A/F)	E
	Experience of co-ordinating projects with changing priorities	E
	Experience of presenting options and influencing decision making.	E
	Experience of being innovative and seeking new and improved ways of delivering the service.	E
	Experience of developing and delivering training to all levels of staff.	E
	Understanding the role of use of the LLPG in database systems.	E
	Proactive service provision relating service delivery to Customer needs and expectations	E
	Experience of working as a member of a team (And independently	E
	Experience in an administrative support/customer service role demonstrating skills in:-	E
	<ul style="list-style-type: none"> • Following and developing processes and procedures • Dealing with Customer enquiries and complaints • Taking minutes at meetings • Creating reports 	E
	Research and project work	E
	Experience of Financial Management Systems	E
Experience of presenting statistic information in report and graphical form	E	
Knowledge of Financial Regulations	D	
Experience of Project Management	D	
Experience of Report writing	D	



	<p>Experience of waste management software systems.</p> <p>Experience of contract performance management systems</p> <p>Experience of implementing new software releases for database systems</p> <p>Experience of IT system testing</p> <p>Experience of GIS mapping systems</p> <p>Experience of motivating and organising others</p> <p>Coaching and training of staff</p> <p>Utilising staff resource effectively</p>	<p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
Skills & attributes required for the role:	<p>Confident in conversing in fluent English which is sufficient to fulfil all aspects of the role.</p> <p>Experience of working under pressure and prioritising appropriately to achieve targets and deadlines</p> <p>Experience of liaising and communicating with staff at all levels and dealing effectively with customers, internal and external</p> <p>Able to work with minimum of supervision</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Other:	<p>Experience of working as part of a team.</p> <p>Well-developed Customer Care skills</p> <p>An enthusiasm and aptitude for IT.</p> <p>Ability to promote the Team ethic, willingness to adapt to a changing environment and meet differing challenges.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

*E = Essential D = Desirable

Signed.....Employee

Date.....

