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| Job Title: Communal Recycling Scheme Coordinator | Role Profile Number: SBC_12332 |
| Grade: CFL6 | Date Prepared: April 2025 |
| Directorate/Group: Inclusive Economy and Sustainability | Reporting to: Principal Waste Manager |
| Structure Chart attached: | |

Job Purpose

This is an exciting time for Swindon Borough Council Waste Services as we build upon the success of the food waste collection rollout across the Borough. The primary focus of this role is to implement food and dry mixed recycling in all communal properties in Swindon. This will be achieved by collaborating with residents and management companies to ensure they have the necessary knowledge, equipment, and motivation to participate in the service. Recycling reduces the financial, environmental, and climate impacts of waste disposal. Please note, this role requires a full driving license.

Key Accountabilities

- Plan and deliver a work programme to, including workload planning, process design, monitoring, reporting, and updating progress to the Waste Services, ensuring timely and efficient rollout.
- Visit bin stores to ensure capacity matches planning requirements.
- Educate and engage with residents to promote participation in the recycling program.
- Ensure all activities comply with local and national waste management regulations.
- Coordinate waste collection schedules, manage the purchase and delivery of containers, vehicles and equipment, and ensure proper disposal and recycling processes.
- Implement and monitor health and safety protocols for all team members.
- Monitor and report on recycling rates, identifying areas for improvement.
- Address and resolve any issues that arise during the rollout and ongoing operations.
- Devise campaign strategies using gathered information and liaise with the Communications Team to deliver effective communication and education campaigns to reduce waste and improve recycling participation.
- Communicate clearly, courteously, and effectively with members of the public to address queries, motivate non-recyclers, and provide information sources.
- Liaise with relevant organisations and companies to inform and steer waste communications for optimal environmental and economic outcomes.

- Use industry best practices and innovative thinking to help shape the strategy and policy of Swindon's waste and recycling collections, and fully cost proposals to inform the Principal Waste Manager
- Analyse and use management information and statistics to communicate changes to the Waste Services Management Team.
- Communicate effectively with project staff and work collaboratively to deliver team objectives.
- Deliver the work programme safely in accordance with all operational and health and safety work instructions.
- Monitor performance and measure the success of service improvements/campaigns against Key Performance Indicators, presenting results to relevant stakeholders in clear and meaningful ways.

Knowledge & Experience

- Post holder must hold a full driving licence
- Ability to communicate professionally and confidently with members of the public, staff and stakeholders.
- Project planning and implementation experience.
- Self-motivated and proactive
- Experience in the planning of communications.
- Experience of working towards specific targets either in sales or service delivery environment.
- An understanding of the importance of recycling and environmental issues associated with waste collections
- Good time-keeping skills.
- Ability to work effectively and safely as part of a small team.
- Good standard of literacy and numeracy.
- Good understanding of Microsoft Office programs, including Excel.
- Able to manage, interpret and record information and follow instructions provided.

Decision Making

- Decisions and recommendations on adaptations to processes to address root cause issues.
- Inform all decisions on the operational requirements of the Waste Services department.
- Make decisions on which campaign to use based on information obtained.

Creativity and Innovation

- Identification of root cause issues of non-participation of recycling and how these can be addressed.
- Review ways of working and identifies opportunities to improve the work of the team.
- Identifies creative solutions to improve recycling rates.
- Demonstrate an enthusiastic approach and constantly strives for improvements to performance and service.

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| <u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none"> • None Typical tasks supervised/allocated to others <ul style="list-style-type: none"> • None Tasks delivered <ul style="list-style-type: none"> • Organising the roll out of recycling in communal properties. • Statistical and management information collation • Behaviour change • Recycling education • Working with general public | Budget Holder | No |
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Contacts and Relationships

- All Waste Services staff
- The general public
- Ability to develop and maintain good working relationships at all levels, including during difficult or challenging circumstances
- Strong teamwork: ability to work closely with colleagues to ensure the provision of a seamless service, jointly planning and sharing workload and supporting other team members to ensure the needs of customers of the service are fully met

Other Key Features of the role

- To occasionally work in hazardous conditions which may exist at times.
- To occasionally work in conditions where there may be a risk of injury.
- Unpleasant environmental conditions due to the waste storage.
- Plan own workloads with requirements to meet varied and tight timescales.
- Periods of lone working.
- Requirement to undertake any other duties commensurate with the level of the role should the service require it.