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| Position title | Mobile Survey and Audit Officer |
| Division | Operations South East |
| Grade | 12 |

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| Purpose |

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| This role is a fixed term 12-month contract or secondment to assist in the mobilisation of the Southend Waste Collection, Street Cleansing and Material Management Contract.  The role will involve audits of the Southend area to establish current food waste containerisation at flats, HMO’s (House in Multiple Occupation) and communal locations and producing a food waste participation position paper for the Authority by service commencement in April. Subsequent to service commencement and in the period leading up to service transformation in October, this role will support in the assessment of households against the wheeled bin criteria outlined by the Authority to understand household suitability for receiving wheeled bins at the property.  In addition, the candidate may also be required to assist in performing route risk assessments in the months leading up to service commencement. |

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| Key responsibilities |

* Survey of food waste containerisation at flats, communals and HMO's
* Identification of flats above shops and their mapping on CORE
* Assessment of access to resident food service in flats, communals and HMO's
* Participation analysis at these locations
* Production of a food waste survey report for the Authority to form a position on food waste roll-out
* Assessment of Households applicable to receive a wheeled bin Collection Service
* Performing route risk assessments; identification of hazards and risks and documenting these for upload into our operational system

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| Key responsibilities continued |

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| 1. **Risk Assessment**  * Conduct risk assessments related to the change from bags to wheeled bins, identifying potential hazards. * Upload risk assessments and information into the Company’s Operating System.  1. **Optimisation of Service Delivery**  * Collaborate with management to implement service optimizations based on audit findings performance evaluations and community feedback. * Research and recommend best practises and innovative solutions for enhancing street cleanliness and operational efficiency.  1. **Scheduling Audits**  * Develop and maintain an audit schedule to regularly review services, * Coordinate with the refuse and cleansing teams to ensure minimal disruption to services during the audit process.  1. **Audits**  * Maintain accurate records of audits evaluations had actions taken to support continuous improvement efforts. * Prepare comprehensive reports summarising audit findings performance metrics and recommendations for improvement.  1. **Stakeholder Management**  * Act as a liaison between management and other stakeholders, fostering open communication regarding service delivery and performance standards. * Engage with community members and local organisations to gather feedback on street cleanliness and address concerns. | |
| Skills |

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| * Attention to detail * Good communications skills * Good written skills * Good analytical skills * Experience as a recycling officer or equivalent preferable, bringing skills around participation analysis and resident engagement and behaviour * Experience in the waste industry preferable to allow candidate to identify route risks for a collection or street cleansing driver * Valid driving licence is beneficial |

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| Behaviours |

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| * The candidate should have good interpersonal skills and be able to demonstrate a professional demeanour when representing SUEZ in interactions with the public * Able to answer feedback or queries from the public calmly, diplomatically and efficiently. |

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| Knowledge |

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| * Experience of the waste industry preferable * Experience of collections and street cleansing operations preferable * Experience of waste surveys and studies preferable |

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| Specific candidate requirements |

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| * Report writing experience/skills are preferable * IT literacy preferable (Word and Excel skills) * This role will require a degree of fitness as there will be walking required to audit the area |

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| Qualifications |

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| * GCSE English and Maths level C or 6 and above |

**Please note:** The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.