

Job Summary

Post Title	Waste Services Technical Coordinator	Pay Grade	Grade 8
Directorate	Neighbourhood Services	Line Manager	Deputy Head of North Waste and Street Scene Services
Service Area	North Waste and Street Scene Services		
Post Number/s (Mandatory for existing posts, If multiple posts state all)	91138583	If existing post is the post title changing? If yes state both	Yes Existing Title: Waste Services Coordinator New Title: Waste Services Technical Coordinator
JE/GAR reference number (Mandatory for existing posts)	COM21.05	Work Location	Pembroke Road Depot
Work style	Any Desk	Job Family & Role Profile	Technical (T08O)
DBS Check Required?	NO		
Politically Restricted Post?	NO <i>The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.</i> <i>There are broadly two categories of restricted posts:</i> <i>Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.</i>		

Job Purpose and Job Context

As the Technical Coordinator for North Waste Services, you will be responsible for leading and supporting transformational improvement activity across the Waste Collection and Street Cleansing Services, ensuring compliance with the latest legislative and regulatory framework and liaising with key internal and external stakeholders to ensure an effective and compliant service.

This role will influence operational performance, lead strategic improvement initiatives, and help shape the future of the service. Working closely with Senior Management Team and Operations colleagues, you will play a key role in supporting North Waste's systems infrastructure, data reporting capabilities and operational effectiveness.

As the technical lead for our Waste Management System (Bartec) and Customer Relationship Management (CRM) system, you will act as a key resource for the Waste Services team. You will champion system adoption and capability-building, helping staff streamline daily processes, elevate service standards, and utilise data to support informed, strategic decisions.

You will support the development of clear, concise, and technically accurate communication across all service

channels. This critical role bridges the gap between technical operations and public information, driving community engagement and service clarity. Additionally, the post holder plays a vital part in ensuring that new builds incorporate the correct waste storage capacity and maintain full compliance with current waste regulations by reviewing planning applications and providing expert guidance to developers.

This role requires exceptional communication and relationship-management skills to engage effectively with a diverse spectrum of stakeholders, including frontline personnel, senior executives, elected members, and regulatory bodies.

Main Responsibilities and Duties

- To lead and support allocated projects end-to-end, from initiation to closure, owning delivery outcomes, establishing clear scope, governance, controls and success measures aligned to Council priorities. Establish, operate and actively use project controls (plans, RAID, dependencies, reporting), managing risks and ensuring compliance with corporate processes, standards and decision-making arrangements.
- To manage the waste management software on a day-to-day basis ensuring all data is accurate and accessible, including managing the contract, supporting upgrades and integration processes, developing reporting requirements and producing data-based reports on demand.
- To lead the procurement, implementation and ongoing management of specialist waste management systems, optimisation software and technical services, including the development of specifications, tender evaluations, supplier selection and contract mobilisation activities
- To manage project budgets associated with technical systems, service improvement initiatives and transformation programmes, ensuring effective resource allocation, value for money and the delivery of agreed project outcomes within approved expenditure limits.
- To drive data quality, KPI reporting, benefits realisation, and performance tracking across Service activities.
- To coach and develop systems management and reporting capability within the team and wider business including the development and regular review of process and procedure documentation.
- Provision, configuration and maintenance of operational mobile technology, to include installing and updating waste management software, managing hardware inventories and asset tracking logs, delivering hands-on onboarding and refresher training to drivers, loaders, and supervisors, creating user guides, and monitoring crew usage rates to minimise user errors and data gaps.
- To identify operational inefficiencies and improvement opportunities through data analysis and process review.
- To serve as the principal technical authority on waste legislation, national strategy, legislative bills, and policy. You will lead on horizon scanning initiatives to identify upcoming regulatory shifts and industry best practices, translating complex developments into strategic briefs for senior leadership and embedding them into operational service delivery. The production of concise business cases, reports and recommendations to support evidence-based decisions, providing clear delivery options, risk assessments and recommendations, and presenting confidently to boards and senior stakeholders.
- To ensure compliance with the Complaints, Member Enquiry, FOI and EIR processes by ensuring that all data requested is accurate, clear and submitted within SLA.
- To support County-wide engagement and communications activities, leading on North Waste specific messages ensuring accuracy and consistency of message across the different operational areas.
- To represent Buckinghamshire Council at regional and national forums, industry working groups, partnership boards, supplier meetings and professional events, providing specialist technical expertise and promoting the Council's interests and priorities.
- Review of technical planning applications and provision of support and guidance to developers to ensure all

waste management requirements are accounted for, including storage capacity, access, security of storage and health and safety issues.

- Be the sector's lead for the subscription-based garden waste service ensuring that residents paying for the service receive the service as per terms and conditions.
- To lead on the planning of, and training to deliver Road and Site Risk Assessments.
- Build effective relationships with stakeholders, customers and partners, navigating political sensitivities and ensuring timely decisions and engagement.

Accountability

- If this role manages a budget please state the size of the budget: N/A
- If this role monitors a budget please state the size of the budget: Monitoring of individual project budgets - up to £50,000
- How many direct reports does this job have in its reporting line? N/A
- How many indirect reports does this job have in its reporting line? N/A

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	P	Provide Job Specific Examples
Up to 3 months	P	Daily operational logistic management of software and project delivery
1 year	P	Writing business cases for approval and developing project delivery schedules
3-5 years	P	Implementing new service projects

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the

shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience (taken from role profile to complete)	Job Specific Examples	Essential	Desirable
Substantial relevant experience in the service area / related profession field with expert knowledge in the specialist field.	Experience in waste collections, waste management and street cleansing in a local authority environment, experience in delivering efficiency initiatives, operational improvements, and data-led identification of risks and opportunities.	✓	
Expert knowledge and understanding of the systems, policies, procedures, professional guidelines, legislation, best practice and emerging developments within the scope of the service area.	Environmental Protection Act 1990. Waste Framework Directive 2008. Controlled Waste Regulations 2012. Resource and Waste Strategy. Environment Act 2021. Simpler Recycling, Emissions Trading Scheme, Digital Waste Tracking, Code of Practice on Litter and Refuse, WISH Guidance Documents	✓	
Strong data proficiency and visualisation skills.	Demonstrable proficiency in tools like Power BI, Excel and GIS, including the design and development of interactive dashboards, spatial analysis and data visualisations to drive operational performance and service improvement.	✓	
Proven ability to design, develop, and implement Key Performance Indicators (KPIs) aligned with business goals.	Skill in translating stakeholder business needs into specific technical reporting specifications. Development and reporting against SMART key performance indicators.	✓	
Experience of developing procedural / training documentation. Experience of contributing to the development of service policies and strategies.	Developing procedure documentation, workshop and individual training and support.		✓
Experience of managing complex service-specific data management software.	Bartec, Abavus and PermiServ	✓	
Experience of managing budgets and contracts	Managing project budgets for waste systems and projects, ensuring best value, effective resource allocation and delivery within approved expenditure limits, whilst monitoring supplier performance and contract compliance across waste management systems, optimisation software and associated technical services.		✓
Strong communication skills	Ability to write high level business cases and options paper. Be able to present these to senior managers. Communicate regularly with members.	✓	
Experienced project manager with a good	Use of PRINCE2/MSP/Agile (as	✓	

understanding of project management methodologies and systems.	applicable) and portfolio tools to plan, govern, track and assure delivery.		
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work to ensure standards, outcomes and deadlines are achieved.	Quality review of work package to evaluate achievement of customer requirements.	✓	
Qualifications <i>(taken from role profile to complete)</i>		Essential	Desirable
Educated to degree level in an environmental subject or a relevant professional waste/recycling qualification, and/or significant relevant experience		✓	
Accredited project management qualification e.g. Prince 2			✓
Experience of managing Bartec		✓	
Other Requirements		Essential	Desirable
A full driving license required to be able to carry out the role <i>(tick as appropriate)</i>		✓	
Flexibility and willingness to work out of hours if required e.g. in emergency situations when waste collection days are required to change		✓	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	
This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) Nacro		Y	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.