

## **Job Profile - Senior Area Monitoring Officer**

**Job Title: Senior Area Monitoring Officer**

**Job Grade: Zone 4 Level 1**

**Salary Range: £38,297 – £44,424**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The Senior Area Monitoring Officer role will form part of a team of officers operating within the Borough Monitoring Team within Environment Services (ES). ES sits within the Environment and Sustainability Directorate under Supporting Communities and is based in Camden Councils' headquarters at 5 Pancras Square in King's Cross.

The service is responsible for managing Camden's local environmental quality to an agreed standard, minimising rubbish and maximising participation in reuse and recycling, generating additional surplus from business recycling and waste services and increasing local employment opportunities and local economic development. Our environmental services contract with [Veolia](#) will be in place until 2024, with the potential for an eight-year extension.

The post holder will report to the Borough Monitoring Manager.

### **About the role**

The primary function of the role will involve working in an area based team within a borough wide team with responsibility for improving standards of service delivery, investigating and resolving complaints, problem-solving, improving engagement and community involvement and providing advice and guidance in relation to a range of environmental services including; recycling and waste, cleansing and enforcement. To ensure the provision of an effective, customer focused on- street presence that engages with Councillors, community groups, residents, businesses and visitors to deliver a cleaner, low waste, low carbon borough.

Example outcomes or objectives that this role will deliver:

1. To contribute and be innovative in making suggestion in relation to new ways of working. This includes working with external contractor management teams to improve working processes.
2. To monitor performance for day-to-day delivery of external contractor(s). To address and tackle issues of underperformance and to be proactive in finding solutions to resolve these issues.

3. To deliver the winter maintenance programme of work in partnership with external contractors.
4. To take project management responsibility on more complex service improvement projects and sponsorship role in other projects. To demonstrate the understanding of the formal and informal politics when delivering these projects. To report to Borough Monitoring Manager the progress of any projects and to identify and mitigate and areas of risk.
5. To participate and be innovative in the overall programme of on-street engagement and to promote Camden's waste and recycling services.
6. To use a range of general and specific IT packages and performance data to identify emerging trends, highlight issues and identify "hotspots" ensuring the use of appropriate levels of response to manage and remedy problems impacting on service standards and environmental quality.
7. To provide an appropriate and timely response to all correspondence, complaints and enquiries from customers, stakeholders, senior officers and members enquiries within agreed timescales and in line with Camden's Customer Care Standards.
8. Work closely with partner services (e.g. Parks, Housing, Highways, Planning, etc) to deliver a waste collection / street cleansing service that meets their needs and contributes to maintaining the reputation of the Council and safety of the borough.
9. To be pro-active in seeking the support of residents, business and special interest groups within a designated area. To co-ordinate and participate in meetings, "walkabouts" and events aimed.

#### **About you**

- Technical and operational knowledge of waste and recycling, cleansing and enforcement duties.
- Contract management and monitoring experience and record of success in developing improved performance standards.
- Experience of delivering a high standard of Customer Care, community liaison and engagement.
- Excellent negotiation and conciliation skills based on practical experiences and the ability to inspire trust and confidence in a client-centred environment.
- Excellent IT skills for taking notes, writing letters, emails, reports and memos, keeping records, preparing cost plans, programmes and business plans and accessing financial management systems, using standard and specialist software.
- Experience of monitoring supplier contracts.
- Experience of working with multiple stakeholders to manage satisfaction.

#### **Work Environment:**

- The role requires a mix of office-based and outdoor work, patrolling areas of the borough to monitor services and improve local environmental quality.
- The role requires lone working within the community undertaken in line with risk assessment.
- Investigation and enforcement work will require the post holder to investigate dumped waste in line with risk assessments and health and safety guidelines.
- The willingness to work 5 out of 7 days, including evenings and weekends.

#### **People Management Responsibilities:**

None – on occasion may be required to provide cover for the Borough Monitoring Manager to oversee the work of the team.

#### **Relationships**

The post holder will report directly to the Borough Monitoring Manager. The post holder will be expected to deliver excellent skills when dealing with colleagues, Councillors, residents, businesses and contractors using a high level of tact and diplomacy in all interpersonal relationships with external contacts and colleagues and the skill to gain the cooperation of others.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.