

# Role Profile and Specification – Garden Waste Officer

Service Area	Operations
<b>Role Title</b>	Garden Waste Officer
<b>Location</b>	Hurst Green/Oxted/Agile
<b>Reports to</b>	Recycling and Waste Manager
<b>Salary/Grade</b>	TA2
<b>Duration/Hours</b>	7-month fixed term contract 37 Hours per week

## Service area purpose

The Recycling and Waste Team is responsible for commissioning, managing, and overseeing the council's domestic waste and recycling services to ensure residents receive a safe, reliable, high-quality, and legally compliant service that delivers value for money and supports the council's environmental objectives.

The team is based at the Warren Lane Depot in Hurst Green, alongside a team of operational staff who provide a range of key front-line services across the district including grounds maintenance and cleansing services, public conveniences, fly-tipping and graffiti removal, and environmental awareness and enforcement.

## Job purpose and Key Objectives

The garden waste collection service is a high-profile, subscription-based service and a key part of the Council's recycling and waste operations. It is essential that the service is delivered reliably, efficiently, and to a high standard of customer care.

The Garden Waste Officer will be the first point of contact for all garden waste customers and be responsible for the day-to-day administration of the service including:

- Subscription management.
- Addressing service failures.
- Customer support.
- Managing container requests.
- Monitoring service performance.
- Supporting the delivery of communications.
- Supporting service improvements.

## Specific responsibilities

- To be the lead contact for all garden waste customers via telephone, e-mail, cases raised through the Customer Relationship Management (CRM) system and other communication channels.
- To investigate and resolve service delivery failures, including missed collections, contamination issues, service disruptions and resident complaints, escalating where required.
- To process subscription requests, renewals, cancellations and amendments, ensuring accurate and timely data entry and record keeping.
- To process bin delivery and collection requests, managing issues and coordinating with contractors and the Delivery Driver and Support Officer as required.
- Respond to general enquiries relating to the garden waste service, including non-contractual queries, policy clarification, payment issues and subscription rules.
- To ensure the delivery of and continuous improvement of garden waste-related communications, including renewal reminders, service updates, operational notices and website content.
- Maintain and update relevant databases and digital systems, ensuring accurate records for billing, subscription status, bin management, payments and operational reporting.
- To produce reports and performance information to support effective contract monitoring, including service take-up, income tracking, missed collections and customer contact trends.
- To liaise with residents, contractors, external partners and colleagues to ensure smooth operational delivery of garden waste collections.
- To support the continuous improvement of the garden waste service, reviewing processes and service improvements to ensure efficiency, customer focus and value for money.
- To support promotional and engagement activities to increase take-up of garden waste services across the district.
- To undertake any other duties that may be required which are commensurate with the level and nature of the post.
- To undertake general administration support relating to the recycling and waste team including resolving issues for residents, dealing with bulky waste collection enquires, and all associated projects/services.

## Person specification

### Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"><li>• GCSE English &amp; Maths (A-C) or equivalent.</li></ul>	<ul style="list-style-type: none"><li>• Administrative or customer service qualification.</li></ul>

### Experience

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Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of working in an administration or customer service environment.</li> <li>• Experience using digital systems and databases for record management.</li> <li>• Experience resolving customer enquiries and handling complaints professionally.</li> </ul>	<ul style="list-style-type: none"> <li>• Waste operations or contract administration experience.</li> </ul>

### Key skills and knowledge

Essential	Desirable
<ul style="list-style-type: none"> <li>• Proactive with commitment to provision of excellent customer service.</li> <li>• Good written and verbal communication skills.</li> <li>• Able to build strong, effective working relationships with colleagues, contractors and stakeholders.</li> <li>• Numerate.</li> <li>• Proficient in MS Office.</li> <li>• Knowledge of CRM systems and digital customer platforms.</li> <li>• Accuracy and attention to detail.</li> <li>• Well organised and methodical.</li> <li>• Team worker with ability to work on own initiative.</li> <li>• Resourceful and flexible in approach.</li> <li>• Able to perform efficiently and effectively under pressure.</li> <li>• Able to adapt quickly to changing workload demands, organisational challenges and service changes.</li> <li>• Problem solving and decision making by application of readily understood procedures/techniques.</li> <li>• Awareness, knowledge and commitment to waste services.</li> <li>• Understanding of the broad requirements of the data protection principles.</li> <li>• A commitment to equality and diversity.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to review processes and recommend better ways of working.</li> <li>• Data and intelligence gathering to support performance management.</li> <li>• Awareness of consultation and engagement techniques.</li> <li>• Knowledge of Health and Safety legislation relevant to waste operations.</li> <li>• Knowledge of partnership working to enhance service delivery and value for money.</li> <li>• Business process re-engineering skills, or similar.</li> <li>• Purchasing/ procurement administration.</li> </ul>