

NEIGHBOURHOOD SERVICES**JOB DESCRIPTION****Recycling Support Officer**

Grade LS14	Post Number: 3508
Responsible to:	recycling2go Team Leader
Responsible for:	-
Job Objective:	On behalf of the Neighbourhood Services Manager and the recycling2go Team Leader help promote and sustain recycling and waste reduction activities throughout the Borough whilst providing general administrative support for the service area
Main duties and responsibilities:	1. Carry out face to face visits to residents of the Borough to advise on 'assisted collections', carry out waste audits and review collections where additional assistance maybe needed such as communal bin stores
	2. Deliver new recycling bins, repair damaged bins and remove bins when they are no longer required. Organise staff workloads allowing for planning of resources to cover peak periods of workload, maintain and control the stock of bins and bulk containers monthly.
	3. Investigate and respond to customer queries and complaints by taking a customer facing and quality improvement approach with the Council's customer care policies.
	4. Support the recycling2go Team Leader and recycling2go Co-ordinators in establishing and maintaining an educational programme for residents, Carry out inspections of waste presented for collection and working with frontline crews to ensure contamination levels are kept to a minimum.
	5. Maintain accurate systems and records regarding recycling activities Ensure performance indicators are maintained and reported on and report issues to recycling2go Team Leader

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	6. Keep up to date and have an understanding of all new legislation including Simpler Recycling, techniques and technical matters and assist in the introduction of new methods and procedures as appropriate. To report on waste management issues and in particular with regards to recycling, composting and waste reduction policies.
	7. Support the Team Leader with programmes of consultation, publicity, education and promotion to ensure that groups, organisations and the public are aware of the issues regarding effective waste management.
	Assist with presentations to community groups, schools and the public regarding recycling and waste management issues. Arrange and attend out of hour road shows to communicate the recycling message to a variety of organisations
	8. Produce all promotional and publicity necessary with regards to recycling initiatives, service enhancements and planned collections.
	9. Liaise with the Waste Disposal Authority and other waste collection authorities in the development of waste minimisation and recycling initiatives.
	10. To maintain and keep records supporting the monitoring of appropriate budget spending and stock control of bins PPE and other items
	11. To carry out such other duties as may be required from time to time within the scope of the post and/or as delegated by the Waste Team Leader

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Recycling Support Officer Overview

No 2 days are quite the same in this role working in a small but busy depot office based at Eastcroft Depot, London Road, Nottingham

Whilst start times are flexible in general it means an earlier start of around 7 a.m. but an earlier finish too

Your days will be different and varied and may involve some or all of the following:

General day to day admin, invoice payments, stock control, ordering of goods and helping manage performance data

Going out and about across the Borough visiting residents who may be experiencing collection issues, helping elderly or infirm residents who require extra support or liaising with partners over collections at problematic communal bin stores

You will be liaising directly with collection teams to iron out issues, advise on contamination issues in our bins and liaise with residents to ensure the right items are being recycled

You will help monitor and control the large number of requests the service area receives be that missed collections, requests for help and support of the delivery or replacement of new bins

If you are organized, thorough and enjoy both office based work and the opportunity to be out and about supporting our residents this may be just the role for you

Approved by: D Burch

Date Sept 2026