



Role profile

Role title	Assistant Monitoring Officer (West)
Reports to	Operation Manager
Team	Operations
Grade	SH
Date role profile created	December 2025
Role summary <p>The assistant monitoring officer's role is to support the management of the joint waste collection and street cleansing contract, driving service improvements and helping residents understand the recycling service, overcoming any issues they may experience and avoid contaminating their recycling.</p> <p>There is no typical day, and with a wide geographical area to cover you may find yourself checking an overflowing street bin report in Surrey Heath one day and checking for contamination in Woking the next.</p> <p>You will play a key role in ensuring the safety of the public by checking the service providers' staff are complying with the safe systems of work and by conducting crew checks. While ensuring civic pride through monitoring street cleaning, reporting defective levels of cleanliness, and following up to ensure the issue has been rectified.</p> <p>The role will require some early starts when monitoring for contamination as the service providers' crews start at 6am – but this won't be every day.</p> <p>Through your role, you will regularly meet residents. Taking the time to inform them of your work, the benefits of recycling and how they can do it right will be a key part of your success measures.</p> <p>Joint Waste Solutions use various systems to help deliver our work and you'll be expected to be familiar with GIS, Whitespace, CRM systems and of course emails.</p> <p>You'll be working alone for most of the day, so must be reliable and self-motivating, able to plan your working week to complete tasks agreed upon with your line manager, while remaining flexible to respond to the unexpected.</p>	
Work context <p>Surrey's 11 district and borough councils and the county council work in partnership to manage waste from the county's homes. Since the formation of the partnership in 2009 a range of initiatives have been undertaken to reduce waste and improve recycling including the introduction of separate food waste collections. As a result, Surrey (2020-21) has the third highest recycling rate of England's two-tier authority</p>	

areas and the partnership's work has been recognised as ground-breaking and innovative.

Additionally, four of the councils, Elmbridge, Mole Valley, Surrey Heath and Woking, also work together to deliver waste collection and street cleaning services in their areas through a joint contract.

Joint Waste Solutions is the local authority partnership team that develops and delivers the countywide Surrey Environment Partnership (SEP) work programme and also manages the joint contract.

Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Person specification	<p><u>Education, qualifications and training</u></p> <ul style="list-style-type: none"> Educated to A-level standard or with qualifications at an equivalent level. Alternatively, significant experience in a relevant role or field. <p><u>Knowledge and experience</u></p> <ul style="list-style-type: none"> Experience in monitoring contracts and using performance management systems Experience of providing a good standard of customer care An understanding of environmental issues Knowledge of health and safety legislation <p><u>Skills and abilities</u></p> <ul style="list-style-type: none"> Confident in communicating with colleagues, councillors and the public Ability to identify contractual issues and raise these with the contractor within agreed timescales Good written and verbal communication skills A methodical approach to information gathering, recording and reporting Good IT skills including Word, Excel and Outlook Able to take direction and contribute to achieving team objectives Able to prioritise and plan own workload
Other requirements/ information	The position is classified as an essential car user; therefore a driving license and own car is required.
Location	Based across Surrey Heath and Woking, however please note that some travel to the other joint contract areas of Elmbridge and Mole Valley may periodically be required.