



MERSEYSIDE WASTE DISPOSAL AUTHORITY

JOB DESCRIPTION

SECTION	Contracts
JOB TITLE	CONTRACTS COMPLIANCE OFFICER
GRADE	Band G SCP 33-34
SALARY RANGE	£44,075-£45,091
LOCATION	Mann Island
PRIMARY PURPOSE OF THE JOB	To monitor, assess and ensure the performance, operational and contractual compliance of the Authority's main waste contracts, the Waste Management and Recycling Contract and Resource Recovery Contract, with their respective terms and conditions.
DIRECTLY RESPONSIBLE TO	Contracts Manager

PRINCIPLE DUTIES

1. To monitor, assess and ensure performance and compliance of the Waste Management and Recycling Contract and Resource Recovery Contract operational services and service providers.
2. To undertake visits to contract waste facilities to monitor contract compliance and to liaise and communicate with Service Providers in respect of service performance, compliance and customer service.
3. Assess, calculate and determine performance deductions and liaise with contractors in a fair and transparent manner to ensure service standards are upheld.
4. To review and approve responses to service comments and complaints and utilise them to improve operational service delivery.
5. To identify, develop and implement service improvements and assist in the delivery of projects and tasks which develop those services.
6. To assist with the review of routine monthly reporting from contractors including payment checks and service delivery compliance checks.

7. To administer relevant contract correspondence, including contract mailboxes, monthly contract meetings and key contractual information to ensure comprehensive contract records are maintained.
8. Undertake assessments and audits of MRWA facilities and processes which accept waste and materials arising from the Authority's waste management contracts to ensure materials are dealt with in accordance with the Authority's requirements and service specification.
9. To liaise with other Authority Staff, Officers of the Merseyside District Councils and Halton Council, service providers, community sector, members of the public and other stakeholders on issues relating to service delivery and performance of the Authority's waste and recycling management arrangements.
10. Represent the Authority at national, regional and local level, in its dealings with government bodies, local authorities, agencies, the local community, the private sector and any other appropriate organisations as required.

OTHER DUTIES

1. To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities.
2. Undertaking any duties of a similar nature which may be assigned from time to time.

General Statement

The above duties do not include or define all tasks that may be required by the postholder. The duties may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Health and Safety at Work

The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.

Equal Opportunities

The Waste Disposal Authority is an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. The Authority condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Risk Management

To support and contribute to the delivery of the Authority's Risk Management Strategy and to effectively manage those strategic and operational risks for which the manager has responsibility.

Sustainable Procurement

To effectively requisition goods and services in line with the Authority's sustainable procurement policy

	Date	Name	Post Title
Revised	9 th September 2025	Gary Taylor	Contracts Manager