

Job Description



South
Cambridgeshire
District Council

DEPARTMENT	LOCATION
Greater Cambridge Shared Waste Service	Waterbeach Depot – CB25 9PG
JOB TITLE	POST NUMBER
Commercial Waste Business Support Officer	
GRADE	SCP RANGE
3	15-20
RESPONSIBLE TO	RESPONSIBLE FOR
Commercial Waste Manager	
HEALTH CONSIDERATIONS/RISK/SURVEILANCE REQUIRED	
VDU habitual user	

Description of Duties and Responsibilities

Provide exceptional administrative and support services to the Commercial Waste Team under the direction of the Commercial Waste Manager in order to deliver continuous customer and support service improvements and outcomes.

The dimensions of the work are predominantly covered by standard guidelines and procedures, leaving some room for initiative, *e.g.* in resolving caller enquires, prioritising of workload to complete tasks within deadlines, checking own work etc.

Key Result Areas/Overview

1. Ensure efficient running of commercial waste service
2. Contribute to gaining and retaining customers

Key Contacts/Communication Links

Internal

- Commercial Waste Team Manager
- Commercial Waste Sales Team
- Commercial waste crews
- Greater Cambridge Shared Waste Management Team
- Operational Team Managers
- Other council colleagues

External

- External customers, clients and residents
- Service, equipment and materials suppliers

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Key Responsibilities/Specific Duties

1. Provide an efficient and courteous first point of contact for the Service's customers, responding to internal and external enquires, which may include dealing with difficult and challenging situations or customers.
2. Provide exceptional administration, performance management, financial and customer support services between the hours of 0900 and 1700.
3. Support the team and specific individuals, meetings or groups including organising meetings, sending out agendas, welcoming guests, taking minutes, diary management, booking locations, equipment etc. as required by the needs of the service.
4. Monitor and review budgets within agreed framework for guidance. This could include banking of monies, maintenance of accounts, raising of purchase orders, invoices, processing of invoices, administration of office petty cash etc.
5. Provide statistical/management/financial information/reports etc. to the Data Team and management as required
6. Contribute to formal communications, e.g. updating team/section/service website, assisting with promotional flyers, magazine articles etc.
7. Contribute to the design and development of specific administrative processes, systems, guidance notes, associated databases and spreadsheets, including the use of dedicated software within H&ES e.g. M3, Complaints Tracker, Yotta etc.
8. Creating and maintaining filing systems and records, both hard & soft copy, including version (document) control, the retention and archiving of existing files and information as well as scanning/capturing new information as it is received on agreed periodic basis, e.g. daily/weekly/monthly.
9. Manage Waterbeach's internal and external mail for the whole service.
10. Provide overall service support where required, including answering the radio if necessary, eg Team Managers are in a meeting.

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General to all job descriptions

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts.

Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed:

November 2018