 **Role Profile**

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title** | Cleansing Service Project Advisor | | |
| **Team** | Cleansing & Customer Services | **Grade** | 4 |
| **Reports to** | Customer Services Team Leaders | | |
| **Date** | July 2025 | | |

**One Arun:**

|  |
| --- |
| Every role at Arun contributes towards our [**Vision – *A better future***](https://www.arun.gov.uk/download.cfm?doc=docm93jijm4n18990.pdf&ver=20441), and every employee strives to embrace and champion our [**Values**](https://arungovuk.sharepoint.com/sites/intranet/staff/Useful%20documents/Arun%20values%20explanation.pdf#search=arun%20values)**:**  A logo of a chat  Description automatically generated |

**Overall job purpose:**

|  |
| --- |
| To respond to Cleansing Waste enquiries from customers, both internal and external, through a variety of service delivery channels, resolving these at the first point of contact where possible and ensuring the highest standards of customer care are provided. |

**Key areas of focus:**

|  |  |
| --- | --- |
| 1. | To act as the point of contact for Waste enquiries received via multiple service channels, including telephone, email, webchat and social media, by using computerised and various information sources. |
| 2. | To deal with enquiries within agreed service levels, as far as is possible, by ensuring that the relevant response and action is taken within reasonable timescales. |
| 3. | To co-ordinate the response to service complaints and allocate them to ADC Cleansing staff members for resolution |
| 4. | To identify, respond correctly to and complete, as far as possible, any enquiries received whilst the customer is present. |
| 5. | To record and share information accurately within Council systems. |
| 6. | To achieve agreed performance objectives and meet Key Performance Indicators. |
| 7. | To ensure customers receive a warm, welcoming, professional service and are provided with a contact name or reference number for any further action associated with their enquiry. |
| 8. | To contact customers as directed using a variety of service delivery channels. |
| 9. | To work effectively within your team, promoting the new recycling and waste collection services and refer any issues that may arise during the rollout to the Cleansing Team |
| 10. | To manage requests for recycling bins from flats, providing guidance on bin stores and improving communication with residents |
| 11. | To make recommendations for the improvement of information sources, process or procedures to enhance working practices and deliver high quality services to customers. |
| 12. | To use comprehensive Information Technology systems to manage enquiries and provide information. |
| 13. | To inform/signpost customers of other services that may be of relevance to them or their enquiry. |
| 14. | To undertake all administration tasks associated with enquiries. |
| 15. | To carry out such other duties as your Team Leader may, from time to time, reasonably require |
| 16. | Any other duties that are appropriate with this post and the Cleansing Service |

**Additional information (not contractual)**

|  |  |
| --- | --- |
| 1. | Responsible for no staff. |
| 2. | Responsible for no budgets. |
| 3. | Service delivery; The postholder is expected to work to service delivery standards set by others. |

**Role Requirements**

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to assess if they meet the criteria for the role.

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications** | | |
| NVQ or equivalent in Customer Services/Care |  | x |
| GCSE or equivalent in Maths & English | x |  |
| **Experience** | | |
| Previous Reception/Contact Centre environment experience. |  | x |
| Experience of meeting personal targets |  | x |
| Experience of dealing with members of the public in a customer service environment by telephone, email and face to face | x |  |
| Writing letters and communication materials including reports, leaflets and letters |  | x |
| **Knowledge** | | |
| Some knowledge of Local Government organisation and processes. |  | x |
| An understanding of Data Protection principles. |  | x |
| Excellent IT Skills, including MS Office and bespoke systems. | x |  |
| **Behaviours** | | |
| Self-development: Analyses behaviour and results to learn from mistakes and successes, to support continuous development. |  | x |
| Adaptability: Responds to challenges and change with an open mind, shifting priorities and re-focusing. | X |  |
| Active listening: Gives the speaker their full attention, genuinely listening, and tries to see things from their perspective. | X |  |
| Inclusivity: Recognises and respects the diverse needs and challenges of others, advocating inclusivity to create a culture that values diversity. | x |  |
| **Competencies** | | |
| Problem solving: Able to identify issues related to the job, offering solutions. | X |  |
| Collaborative working: Working together to achieve a shared goal. Builds effective relationships with internal and external customers. | X |  |
| Customer focus: Takes pride in and is committed to delivering high quality services. Identifies and clarifies individual needs. | X |  |
| Working with stakeholders: Displays Arun’s values and behaviours when interacting with internal and external stakeholders. | X |  |
| Communication: Able to communicate clearly, appropriately and respectfully with colleagues and customers. | X |  |
| Organisationally aware: Has an understanding of Arun’s Vision, general functions, and the political environment in which we work. |  | x |
| **Other** | | |
|  | Yes | No |
| Does this role require a **Basic** DBS (Disclosure and Barring Service) check? | x |  |
| Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS). |  | x |
| Is this a Politically restricted post? |  | x |
| Does this role require any out of hours/ weekend/ evening/ rota work? |  | x |
| Does this role require a driver’s license and access to a vehicle? |  | x |
| Will the post-holder be driving an Arun Fleet Vehicle? |  | x |
| Does this role attract an essential car user allowance? |  | x |
| Does this role attract a market supplement? |  | x |
| Does this role require a uniform? |  | x |