



GUILDFORD
B O R O U G H

**Senior Waste & Recycling
Administrator
(P01642)**



Job Title	Senior Waste & Recycling Administrator
Service Area	Environmental Services
Grade	Grade 3
Job Reference	P01642

Reporting to	Responsible for
Waste Strategy and Technical Support Lead	Not applicable

Team Purpose
To improve the Council's operational services and efficiently support business as usual activity. To develop and deliver initiatives that improve council operations cost efficiency and deliver performance improvements in nationally reported KPI's. To develop and deliver income generation programmes.

Role Purpose
To provide support across Waste Strategy and Waste Operations within Environmental Services. To deliver business development focusing on the continuing growth of garden waste subscriptions, including exploring further opportunities to scale existing contracts and seek new business. To build resilience, improving performance and maintaining compliance by undertaking the most appropriate projects and initiatives. To plan and deliver garden waste renewal periods and to engage with stakeholders to ensure that all project elements are considered, and all communication is managed.

Key Accountabilities
<p>Tasks including:</p> <ul style="list-style-type: none"> • Administering garden waste subscription renewals • Actioning new garden waste subscription orders • Amending garden waste direct debits • Managing automation for £1.85m of garden waste subscriptions • Responding to domestic waste enquiries raised by customer services, or directly by internal or external customers • Create bin delivery lists for all domestic waste services • Process invoices, purchase and sales orders • Assisting with Waste Strategy and partnership projects • Interrogating systems to assist in the production of responses of complaints

- To assist in developing and use appropriate quality and performance control procedures that measurably deliver a continually improving service
- Assist with gathering data for enforcement activity at domestic premises
- Assist in delivering projects aimed at improving recycling rates, reducing contamination and reducing service disruption and the cost implications of this
- Develop and maintain good working relationships with managing agents and landlords to ensure service changes can be effective for residents while improving service efficiency
- Ensuring properties have correct services and containers, sufficient access is available to our vehicles and domestic customers pay for chargeable services
- Assisting with the delivery of income generation programmes for commercial services
- Facilitate positive environmental schemes for community groups, including 'community litter picks.'
- Facilitate team procurement activities by undertaking stock takes and projections
- To undertake other duties of a similar nature and level of responsibility as determined by the Waste Strategy and Technical Support Lead

Key Objectives	
Working with customers	Resolve customer requests professionally, effectively and efficiently. Provide sound guidance and advice and ensure adherence to legislation and regulation. Develop and maintain good working relationships with customers, interacting through multiple channels. Develop and implement plans to facilitate customer engagement Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.
Working towards the Corporate Plan	Responsible for delivery of agreed objectives and services associated with the Corporate Plan.
Knowledge of services	Excellent understanding of the technical, statutory and non-statutory, services, initiatives, activities and projects provided across the council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Good IT skills and ability to learn new systems quickly.

Specific Tasks	
Case Management skills	Working efficiently, professionally, paying attention to detail and following workflows when processing cases. Effective case management including handling related cases for a single customer, assessing risk, identifying potential fraud and working on more complex cases in conjunction with Specialists (progression & higher level). Ensure outcomes meet legislative and professional standards.

Specific Tasks	
Team work and working with others	<p>Support, inform and guide customers new to the case management approach building understanding and confidence. Work collaboratively with colleagues to improve customer service, highlight opportunities for empowering customers further and participate in multi departmental project teams.</p> <p>Support, inform and guide stakeholders. Work collaboratively with colleagues to achieve the desired outcomes without impacting service delivery.</p> <p>To support, inform and lead work with partners to ensure that service improvement and business generation can be achieved without disruption to current services.</p>
Enquiries, reports and service requests	<p>Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team where appropriate. Supporting customer self-serve by observing peaks or trends in interaction types and spotting opportunities to initiate further enabling and self-serve processes. This includes developing own ideas, leading multi departmental teams or project teams.</p> <p>Manage stakeholder interactions promptly and effectively.</p>
Processing and administration	<p>Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers.</p> <p>Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.</p>
Strategy and policy	<p>Provide input into corporate strategy, policy and programmes as required</p>
Specialist knowledge	<p>Assess and respond to planning applications to ensure compliance with operational and legislative requirements. Develop and lead efficiency projects in full compliance with the UK legislative framework including waste legislation, hazardous waste legislation and health and safety law. Deliver enforcement activity for domestic premises monitoring for compliance with the issued notices and warnings, and gathering relevant evidence for enforcement action.</p> <p>Developing and leading specialist partnership projects for all 11 boroughs in Surrey.</p>
Performance	<p>Working towards achieving the KPIs set by the Executive Head of Environmental Services.</p> <p>Delivering projects on time and within budget.</p>



Qualifications

- GCSE Maths at grade C or above, or equivalent is essential

Knowledge, Skills and Experience

Knowledge and Experience

Essential

- Previous experience of undertaking administrative work
- Awareness of equality and diversity and how it may impact on a customer's ability to access information and services
- Experience of working with databases and related systems
- Has customer management experience
- Attention to detail and time management skills
- Excellent communication and negotiation skills; enthusiasm; self-motivation; sound judgement; an ability to prioritise work under pressure; a proactive approach to problem solving and tackling challenges; excellent organisational skills; a commitment to excellence in customer care

Desirable

- Knowledge and understanding of waste management environmental issues
- Experience of dealing with difficult customers and situations
- Experience of assisting the delivery of projects
- An ability to identify and act on opportunities to improve service design is desirable
- Understanding of procurement, business systems and the use of information technology is desirable
- Able to identify and manage interdependencies, and root cause of issues is desirable

Skills

Essential

- Able to communicate verbally and in writing with relevant contacts
- Good IT skills
- Attention to detail
- Strong organisation and time management skills with an ability to prioritise work under pressure
- A proactive approach to problem solving and tackling challenges
- Customer service skills with a commitment to excellence in customer care

Special Requirements

Emergency Planning

This post will be, on occasions, required to take part in the Council's emergency planning training, and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.



Special Requirements	
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours. A separate payment for election duties will be made as determined by the regional Elections Committee.

Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the Council's health and safety policy and procedures. 3. To support and be committed to the Council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the Council's equalities and diversity policies. 5. To operate within the Council's IT policies and data protection rules and regulations. 6. To operate within the Council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
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Competency Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the council's Organisational Culture Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Guildford behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Embraces Change	Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.
Innovation and creative thinking	Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively
Effective communication	Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary.
Customer focus	Puts the customer first, builds effective relationships and seeks feedback to address their needs.
Problem solving & decision making	Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.

Focus on efficiency	Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money.
Performance and learning	Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.
Team working	Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.
Builds relationships	Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.
Commitment to the organisation	Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible and undertake out of hours work as required. Meetings outside office hours will be routine and advisors will be expected to attend. This job profile will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job profile will be subject to regular review and the Council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the Council has to deal with the results of a civil emergency.

Signed (Job Holder):		Date:
Signed (Service Lead):		Date: