

Environmental Services Support Officer

Job Description and Person Specification

Directorate:	Environment	Service:	Waste Management
Responsible to:	Waste, Recycling and Environmental Enforcement Manager	Responsible for:	N/A
Grade:	Grade 4		
Location:	Civic Centre and other Council locations as required		
Job Purpose:			
To provide general clerical and business support to the Environment directorate and other services as required.			

Key Tasks & Responsibilities:
1. To undertake general clerical and administration work for the Environment Directorate (and others), particularly in relation to Waste Management, Environmental Enforcement, Street Cleansing, Parks and Open Spaces, Bereavement Services, Engineers, Commercial Safety, Food Safety and Transportation teams. 2. Tasks will include but not limited to answering phones, taking messages, responding to emails, sending letters, scheduling appointments, organising files, printing, photocopying and postage, raising purchase orders and processing invoices for payment. 3. Data entry into spreadsheets, interrogating council CXM, Collective and BACAS systems, distributing jobs accordingly, including mail merge and issuing of letters and supporting literature to customers, processing annual duty of care documentation for businesses and raising internal job requests through the Tech Forge management system. 4. To maintain accurate computerised records as required in respect of all services within the Environment directorate and provide data and information to assist with performance monitoring and report writing

5. To maintain records, monitor, manage, order, control and issue stationery stock items, PPE, uniforms and operational equipment items and supplies as required by the team.
6. To liaise with Veolia, LCC, DEFRA, The Environment Agency, Community Payback and other partners and agencies in respect of matters relating to Waste Management, Environmental Enforcement and Street Cleansing.
7. To liaise as necessary with The Council Contact Centre and other council colleagues in respect of customer enquiries relating to any of the above services
8. To respond promptly to customer enquiries and requests for service.
9. To undertake any other duties required by the Waste, Recycling and Environmental Enforcement Manager, which are appropriate to the tasks, responsibilities and grading of the job

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manages spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good standard of Education, including GCSE in English and Maths	ESSENTIAL	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Excellent verbal and written communication skills	ESSENTIAL	Application/Interview
High levels of computer literacy including knowledge of Microsoft Office systems	ESSENTIAL	Application/Interview
Self-motivated, able to work independently and as a member of the team.	ESSENTIAL	Application/Interview
Good interpersonal skills and positive attitude	ESSENTIAL	Application/Interview
Good organisation and planning	ESSENTIAL	Application/Interview
Good time management – ability to work under pressure, meet deadlines and agreed targets	ESSENTIAL	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Extensive administrative knowledge and experience of working in an office environment	ESSENTIAL	Application/Interview
Experience of using financial and other web-based systems	DESIRABLE	Application/Interview
Knowledge of working in a local authority environment	DESIRABLE	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	ESSENTIAL	Application/Interview
Regular and Reliable Service	ESSENTIAL	Application/Interview
Demonstrate behaviours that support our values	ESSENTIAL	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused

In being professional we...	In being innovative we...	In being collaborative, we...	In being customer focused we...
• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Waste, Recycling and Environmental Enforcement Manager

Date: July 2026

Post Holder Signature:

Date: