Isle of Anglesey County Council

Job description / Person specification

Part A

Job title: OPERATIONAL TECHNICIAN

Post number: WA016

Service / Section: Highways, Waste and Property – Waste Management

Grade: 3

Overall job purpose

To provide administrative and technical support at the Council's waste management operational sites.

General: *To comply with the local authority's Corporate Safeguarding Policy and the safeguarding duties and responsibilities which that policy places on every employee, aligning with the core values of the Authority which includes supporting children, adults who may be at risk and their families to keep them safe and healthy.*

In accordance with the Local Authority's Corporate Safeguarding Policy and the Social Care Wales Safeguarding Framework, this role requires the postholder to complete safeguarding training at the appropriate level. All employees must complete ***Group A*** *(mandatory e-learning). In addition, the post holder will need to ensure that they comply with the requirements of the below level of training in accordance to the Safeguarding Training Framework.*

Group B ☐
Group C ☐
Group D ☐
Group E ☐
Group F ☐

For guidance on above Safeguarding levels, visit: https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards

Main duties / responsibilities

1. Record, using the site weighbridge computer system, all wastes, recycling and reuse items moving in and out of the site, ensuring that information held within the weighbridge 'data set' is kept up to date, and that vehicle identification, type, limits, materials, company details, waste carrier registration details, and end destination permit details are correct and current. This includes processing data from Reprocessor Forms and HRC permits, filing of all records and

paperwork relating to waste movements in accordance with Natural Resources Wales regulations and liaising with site manager and supervisors in terms of compliance with Digital Waste Tracking requirements.

2. Generate and distribute waste reports for billing and statistical purposes. This includes the production of daily tonnage reports from weighbridge system as required by the appointed Collection Contractor and liaising with the Dataflow Officer with regards to weekly, monthly and quarterly material reports for inclusion in Dataflow submissions for recycling and reuse.

3. Liaise with internal and external contractors, including waste haulage contractors, as appropriate to arrange the collection of waste, recycling and other materials.

4. Provide site inductions to new contractors attending the site.

5. Maintain the site diary and act as first point of contact for the site, ensuring that all visitors to the site sign the Visitors Book and comply with the site rules (e.g. have the appropriate PPE). This includes providing members of the public with information and advice, escalating any complaints to the site supervisor / manager, directing of site traffic across the weighbridge, and occasionally requiring the post holder to open and/or lock gates and doors to the site to ensure access to Contractors.

6. Perform administrative duties to assist site management in the effective running of the site office. This includes answering phone calls, data inputting, filing (e.g. weighbridge tickets, consignment notes and transfer notes), contacting other departments or organisations by phone and e-mail to obtain information, maintaining the site's stationery store, photocopying, scanning and shredding, organising incoming/outgoing mail, and taking, typing, and distributing minutes from meetings when requested.

7. Report staff sickness and absence to site management (e.g. if staff member phones in sick) and record visitors to the site, staff present on site and the hours that they have worked, annual leave requests etc

8. Ensure that the weighbridge system (PC & hardware) and weighbridge office are kept clean, orderly and clear of trip, fall or other hazards.

9. Act as a Fire Marshall for the site if requested.

10. Assist with the preparation of contracts.

11. Procure goods and services on behalf of the site, including obtaining prices/ quotes, and raising and processing official orders. This includes dealing with invoice and order queries and assisting with keeping financial records relating to site operations.

12. Delegating standard day to day tasks to members of site staff in the absence of site management.

13. Providing Support to the Operational Technician at other Council recycling centre(s), including covering leave or sickness as required

14. Assist with responding to any emergencies regarding staffing, plant/machinery breakdown and incidents, and taking the necessary action or referring to site management. This includes, recording information relating to accidents and incidents for staff and other site users.

Person specification

Education and training **The minimum educational requirements / Professional or vocational qualifications for this post:**	**Essential (E) Desirable (D)**
1. Minimum of 5 GCSE at Grade C or above or equivalent qualification	E
2. Information technology training	E
3. Technical/scientific qualification – A level or above	D
4. IT qualification such as ECDL	D
5. Customer Care training	D

Any specific training required for the post including certification:	**Essential (E) Desirable (D)**
1. Banksman Training	D
2. Manual Handling	D
3. Asbestos Awareness	D
4. First Aid	D
5. Working at Heights	D

Key competence requirements **Job related knowledge:**	**Essential (E) Desirable (D)**
1. Previous experience of using a computerized database system	E
2. Working knowledge of Microsoft Office, including Outlook, Word, Excel and Teams	E
3. Previous experience of clerical/administrative work in an office environment	E
4. Previous experience of dealing with members of the public both by telephone and in person	E
5. Competent in working to tight deadlines and ability to prioritise workload using own initiative and follow through on providing all required documentation	E
6. As a normal part of work content, to plan and progress a series of jobs within general guidelines.	D
7. Previous experience of dealing with complaints from members of the public	D

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Key competence requirements Job related knowledge:	Essential (E) Desirable (D)
8. Experience and knowledge of waste disposal sites and the regulations around the provision of the service.	D
9. Knowledge of Site Licences, Environmental permits, Working Plans, Emergency Procedures, the Authority's Policies and Procedures and Duty of Care Regulations	D

Specific skills:	Essential (E) Desirable (D)
1. Technically minded in relation to waste/recycling/reuse activities	E
2. The ability to deal effectively with complaints and enquiries from members of the public	E
3. Excellent communication skills	E
4. Excellent word-processing skills	E
5. Strong organizational & communication skills with the ability to work under pressure	E
6. High level of computer literacy.	E
7. Ability to work in a busy environment whilst ensuring the highest standards of accuracy.	E
8. Flexible towards working hours to ensure the smooth operation of the facility.	E

Position in the organisation

Reports to: Supervisor/Driver/Technical Officer & Principal Waste Management Officer (Operations)

Staff supervised: None

Working arrangements and conditions

Working week: Any 5 days out of 7. Monday to Sunday

Identified work base: Anglesey

Contracted hours: 37 hours

Language requirements

Welsh language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☒	☐	☐
Reading (Tick one)	☐	☐	☐	☒	☐	☐
Speaking (Tick one)	☐	☐	☐	☒	☐	☐
Writing (Tick one)	☐	☐	☐	☒	☐	☐

English language skills (please see the skills framework attached)

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Listening (Tick one)	☐	☐	☐	☒	☐	☐
Reading (Tick one)	☐	☐	☐	☒	☐	☐
Speaking (Tick one)	☐	☐	☐	☒	☐	☐
Writing (Tick one)	☐	☐	☐	☒	☐	☐

Flexibility

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition, it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary, interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the post-holder to be developed and maximised to the mutual benefit of both employer and employee.

Date of preparation of this job description document: September 2026

Part B

Part A and Part B need to be completed fully for job evaluation assessment

Further knowledge, skills and competencies required for job evaluation assessment (can also be assessed during interview):

- Ability to work as part of a team as well as using own initiative within defined criteria
- Ability to deal with members of the public with tact and diplomacy, whilst being sympathetic to their needs
- Commitment to site environmental issues relating to waste/recycling
- Available for work during the prescribed working hours, including Bank Holidays as required.
- Attend all relevant mandatory training courses to perform the duties of the job description as specified
- Full driving licence

Financial resources

Level: n/a

Indicative value: n/a

Physical resources

Description	Value
Land and buildings – Number/area	£n/a
Plant/Vehicles/Equipment – Number	£n/a
Information systems – Number/volume The postholder will be responsible for using confidential information systems including databases, spreadsheets and hard copy documents. This will include several data management systems including for the weighbridge, Civica, the Scarda IVC system and other internal databases	£

Delegation

Deputise for the Supervisor/Driver/Technical Officer as and when required.

There will be an element of delegating standard day to day tasks and giving basis instructions to site staff, agency staff, contractors, site visitors and members of the public.

Demands within the job

Element	Demands
Physical demands:	The postholder will be required to carry out minimal manual handling operations e.g. filing and archiving duties.
Mental demands:	The role requires analytical and judgmental skills. There is a need to interpret information and solve technical problems by gathering information from various sources (spreadsheets and databases etc) and input these into specific databases. The role involves a high degree of repetitive work when inputting data and various information into databases and spreadsheets. The role will involve work related pressure, interruptions, deadlines and conflicting demands e.g. phone calls, staff and contractor queries which can result in a stressful working environment.
Emotional demands:	The role will involve some occurrences where customers may become upset or unsatisfied with the response to enquiries and may become angry and abusive with the response given. The postholder may be subject to abuse or threats when having to explain or administer the Authority's policies and procedures. The role places an emotional demand on the postholder arising from dealing with enquiries by customers who have difficult personal circumstances. Compassion and understanding are essential. The role will entail dealing with angry and abusive individuals where the postholder will have to advise them of Council policies which will often be unpopular, resulting in difficult working conditions.

Normal work location

- ☒ Normally office based
- ☐ Office based but with some site/home/meeting visits
- ☐ Role involves substantial travelling with occasional visits to identified work base

Business travel

- ☒ No business travel
- ☐ Some business travel. Postholder may be called upon to provide own vehicle
- ☐ Some business travel. Council vehicle may be provided to postholder
- ☐ Postholder employed as driver/required to operate specialist machinery

Exposure to disagreeable working conditions

Environmental:

- ☒ Minimal/Normal office environment

- ☐ Some
- ☐ Significant

Aggressive/Difficult clients:

- ☐ Minimal
- ☒ Some
- ☐ Significant

Other conditions

DBS check required:

- ☐ Enhanced
- ☐ Standard
- ☒ Not applicable

Work flexibilities/Restrictions

Politically restricted post:

- ☐ Yes
- ☒ No

Home/Mobile phone provided:

- ☐ Yes
- ☒ No

Protective clothing provided:

- ☒ Yes
- ☐ No

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Language skills – Workplace assessment levels

(i) Listening

Level	Definition
0	No skills
1	Able to understand basic enquiries in Welsh /English
2	Able to understand a basic social conversation in Welsh / English
3	Able to follow routine conversations involving work between fluent Welsh / English speakers
4	Able to follow the majority of conversations involving work including group discussions
5	Able to understand all conversations involving work

(ii) Reading

Level	Definition
0	No skills
1	Able to read basic words and phrases, e.g. signs or short and simple notes
2	Able to read basic material involving work (slowly)
3	Able to read routine material with a dictionary
4	Able to read the majority of material in own area
5	Able to understand all material involving work

(iii) Speaking

Level	Definition
0	No skills
1	Able to conduct a general conversation [greetings, names, saying, placenames]
2	Able to answer simple enquiries involving work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some Welsh / English words
5	Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary

(iv) Writing

Level	Definition
0	No skills
1	Able to write basic messages
2	Able to answer simple correspondence with assistance
3	Able to draft routine text, with editing assistance
4	Able to prepare the majority of written material related to the area, with some assistance in terms of revision
5	Skilled – able to compete written work without the need for revision

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