JOB DESCRIPTION

POST TITLE:	Waste and Recycling Supervisor Support Officer		
POST NO:		**SERVICE UNIT:**	Operational Services

JOB PURPOSE: Assist supervisors by leading on efficient and effective feedback investigations, resolve root causes of negative feedback by working closely with Supervisors and be W&R liaison point for feedback matters. Assist supervisors' daily administration / paperwork and provide assistance with CRM reporting, where required.

POSITION IN ORGANISATION:

Number Directly Supervised: Staff: 0 Manual: 0
Immediate Superior (post title): Business Support Manager

POST CLASSIFICATION (tick one box):

Director in Charge	Exec. Director	Head Major Division	Senior Managem't	Middle Managem't	Junior Managem't	Supervising Small Section	No Supervisory Responsibility
							✓

MAIN DUTIES

- Deal with enquiries from customers, Councillors and general public in relation to W&R services; resolve at first point of contact where possible. Have a broad knowledge of W&R services and take responsibility for reducing issues needing to be escalated to supervisors / managers
- Thoroughly investigate W&R complaints using NDC systems and liaising with crews / supervisors. Understand how W&R procedures and legislation relate, keep detailed notes of investigation to share with Comms team / Managers and record on Covalent
- Provide general administration support to supervisors when needed, including preparation and electronic saving of: sickness documents, appraisal paperwork, incident forms and bespoke customer correspondence
- Decide on best way to respond to first stage customer feedback (approved by supervisor / manager before sending) by deadline, or make sure customer is advised we have 'held' it
- Be able to communicate information in writing or verbally in understandable, sensitive and diplomatic way
- Recognise feedback cases where a compensation offer would be appropriate; make recommendation supported by evidence, to supervisor / manager and process financial paperwork accordingly
- Share positive feedback with relevant supervisor(s) / crew(s) in timely way, to encourage celebration of excellence / good practice
- Work closely on a daily basis with supervisors on service failures highlighted by feedback, discuss and agree resolutions and see through solutions before confirming these to customers
- Recognise feedback trends / patterns, referring to supervisors for addressing with crews. Clarify who will be responsible for making any necessary changes / supplying information to crews and work closely with Bartec Administration Officer when relevant database(s) / Bartec / Ensure information impacting a crew's ability to provide services is documented and trackable
- Provide support to CRM Administration Officer as and when required by manager and during periods of high demand and / or backlog
- Have a practical approach to and engage in organisational change, seek to consistently improve working practices as part of day-to-day duties
- Maintain working knowledge of administrative systems colleagues use (CRM, databases, Word, Excel and Outlook), to be able to assist, where possible, during periods of high demand and / or backlog

- Actively support NDC's Equal Opportunities policy and contribute to overall aims and targets of W&R Team and NDC
- Provide supervisors / managers with sickness absence 'packs', containing information needed to undertake reviews with staff. Update W&R sickness records / HR. Provide supervisors with information they need for appraisal reviews (incidents / accidents, absence history, dependent leave and any warnings)

SKILLS, KNOWLEDGE AND EXPERIENCE: **Minimum Time on Job: one year**

The postholder should have:

- a minimum of five GCSEs or equivalent at grade 4 or above (inc. English and Maths) or proven equivalent work experience
- a minimum of one year relevant work experience (administration, writing customer correspondence in plain English and problem resolution)
- a level two NVQ in customer service or relevant experience
- experience in dealing with difficult people / answering feedback and have customer-focused, realistic approach to problem solving
- ability to plan and schedule own workload, prioritising urgent tasks driven by service / customer need
- focus on root cause, have attention to detail, diligence / accuracy when investigating feedback
- awareness of freedom of information and data protection legislation and ensure compliance
- experience of local Government and working with Councillors would be advantageous
- experience of working with officers from other departments and members of the public on feedback-related matters
- experience of agreeing / resolving issues with others
- experience of working as part of an effective team / drive to help achieve team objectives

PROBLEM SOLVING, COMPLEXITY AND USE OF INITIATIVE:

The postholder will be required to:

- Initiate daily contact with supervisors; liaise on assistance / support they need and work with W&R administrative colleagues to prioritise this with own work streams / competing demands effectively to meet all deadlines and performance targets – highlighting any issues to manager
- Before meeting with supervisors regarding feedback, first undertake detailed and thorough research, using W&R systems, to pinpoint likely causes of failures, along with feasible suggestions / solutions
- Work closely with supervisors after discovering repeated service failures, discuss and agree permanent resolutions and ensure these are seen through / implemented. Assimilate and communicate this (sometimes complicated) information in clear way to customers, sensitively and diplomatically
- Recognise feedback trends / patterns where root cause indicates a wider problem needing addressing, refer these cases to supervisors / manager for taking further
- Make initial decision if feedback is justified, effectively explain this to colleagues and customers (refer cases to the Comms team when needing guidance on decisions for complex cases)
- Agree solutions to problems with supervisors / managers ; help identify new methods of working to achieve savings and improve services / practices
- Keep records up to date and manage these effectively with other work streams / competing demands to meet all deadlines / performance targets – highlight any delays or issues to manager, to avoid service failures
- Recognise cases where several service failures warrant a compensation offer, refer these to a manager with documented evidence, for agreement before processing financial paperwork / ensuring an audit trail
- Demonstrate full range of administration skills; keeping up-to-date and precise records, taking personal responsibility to ensure confidentiality of personal data. Regularly housekeep files / folders
- Maintain familiarity at sufficient level of how local Government waste services work, including keep updated knowledge of associated legislation, national guidance and local agreements
- Work closely with CRM Administration Officer to make sure SLAs on CSC / customer Firmstep reports are met, to avoid receipt of negative feedback
- proactively manage sickness records for all W&R staff on a daily basis: calculate bradford factors, produce ‘SAR pack’ for supervisors or managers to use within sickness review / capability meetings with staff. Be responsible for updating records post-meetings and update records / HR in timely way

DECISIONS, LEVEL OF ADVICE AND IMPACT:

The postholder will be expected to:

- Assess feedback cases upon receipt; make sure swiftness in dealing with certain cases can lessen impact on customers most in need of help
- initiate daily contact with supervisors to determine assistance they need on documentation (sickness, appraisal or incident reporting); self-manage and prioritise work streams to meet deadlines / SLAs
- undertake thorough and complete feedback investigations, using W&R systems and liaise with supervisors; find root cause(s) with evidence
- make provisional decisions on complaint justification; resolve issues permanently by raising and resolving with supervisors /managers
- make provisional decisions on cases with service failures negatively impacting customers to degree where compensation is necessary. Provide manager with evidence to enable them to approve or reject these
- decide on most appropriate way to respond to customer, based on investigation outcome and type, keep records of investigation evidence and outcome and any verbal communications / resolutions
- recognise trends or patterns from feedback and highlight, with evidence, to supervisors, for them to address in timely way with crews
- Refer to manager or Comms colleagues for them to make decisions on complex case
- demonstrate full range of administrative skills. Keep accurate and up-to-date feedback records, personally ensuring confidentiality of any personal data
- Provide support to CRM Administration Officer as and when required by manager and during periods of high demand and / or backlog, to avoid service failures resulting in more negative feedback
- make daily checks on W&R staff sickness, calculate bradford factors and proactively provide 'SAR packs' to supervisors / managers for meetings. Keep records updated post-meetings and keep HR informed
- annually check crew's incidents, accidents, absence history, dependent leave and supply supervisors with appraisal 'packs' in time for them to complete their appraisal reviews

OPERATIONAL RESPONSIBILITY:

The postholder will:

- work with supervisors to find permanent solutions to root-causes of negative feedback, making sure issues are not repeated / do not escalate
- make sure every feedback customer receives a comprehensive and clear response to their concerns, accurately capture resolutions / contact and pass onto Comms team / put on management system
- celebrate successes of positive feedback by swiftly sharing it with crews and supervisors
- be approachable and helpful when contacted about feedback-related queries; communicate diplomatically, tactfully and assertively on issues that may be contentious
- work with supervisors daily to relieve administration pressures on time-sensitive forms (appraisals, incident forms and sickness) – understand importance of maintaining accurate records and meeting all deadlines
- be responsible for customer's sometimes highly sensitive personal data, taking personal responsibility to ensure its absolute confidentiality and security
- be aware at all times of the reputational impact of service failures or administrative errors on waste collections
- use initiative to recognise improved methods of work and always seek to make efficiencies; make clear and evidenced recommendations to decision-makers
- maintain close daily contact with admin colleagues to understand their roles / responsibilities and provide support / assistance during peak / busy periods
- proactively work with Bartec Administration Manager to resolve root causes of feedback cases grounded in Bartec anomalies
- daily check W&R sickness records. Proactively keep supervisors / manager updated and provide sickness 'packs' for every meeting, update W&R records / HR in timely way
- annually schedule time to assist supervisors with appraisals; liaise with them on timescales and coordinate / supply 'packs', including data on sickness, incidents, accidents and absences

WORKING CONDITIONS:

Post is office based in W&R cabin at Brynsworthy Environment Centre.

COMMUNICATION: (INTERNAL 50% EXTERNAL 50%)

Majority of external contacts will be members of the public, either through answering calls, or, through feedback correspondence.

Most internal contacts are with W&R colleagues, supervisors and crews. Some contact may be necessary with other NDC staff or Members, staff from partner organisations or contractors.

Internal	**External**
W&R colleagues	Members of the public
Head of Service	Parish Councils
NDC Officers	NDC partnership organisations
NDC Members	or contractors

Officer's Signature ..... Date .....

Supervising Officer's Signature ..... Date .....

Business Unit Manager's Signature ..... Date .....

PERSON SPECIFICATION

Service: Operational Services	**POST TITLE: Supervisor Support Officer**

THE EMPLOYEE	**ESSENTIAL**	**DESIRABLE**
HEALTH:	Good level of fitness General good health	
EDUCATION & TRAINING:	Minimum of five GCSEs at grade 4 or above (inc. English and Maths) **or** equivalent level of experience One year experience in a similar role	Good understanding of waste management, including legislation, national guidance and good practice Experience of working in local Government Knowledge of data protection legislation and importance of data security
WORK EXPERIENCE:	Life skills in dealing with people (particularly difficult customers) Experience of providing help, advice and assistance to colleagues Experience of using systems to investigate causes of issues and producing evidence in cost-effective and timely way Experience in working with others to relieve work pressure and provide support when needed Experience of working to tight deadlines and understanding how delays may impact service delivery / organisational reputation Has experience of meeting customer needs as priority and undertaking an advocacy role on behalf of customers	Experience, ability and confidence to liaise with / compel internal colleagues to provide information to deadlines Experience in distinguishing when to make own decision and when to refer to supervisor / manager
SKILLS:	Able to cope under pressure to meet tight deadlines Team player and desire to work as part of effective team	Rational, common-sense approach to resolving issues A natural problem-solver / inquisitive nature, innovative and able to 'think outside box', whilst still maintaining a logical and realistic approach

	Seeks to make continuous improvements in processes and be open to change Highly motivated and able to self-manage Practised in problem solving and undertaking own research to resolve issues Understanding importance of working within a team needing to achieve group objectives or targets Effective at self-management, prioritising work and having methodical and logical approach to task importance Excellent verbal and written communication (using plain English) and interpersonal skills; ability to use these when interacting with all levels of staff, general public and Councillors.	Communicates well using positive language and appropriate terminology Knowledge of local area would be advantageous
CIRCUMSTANCES:	Flexibility in working hours	