Job Profile

Job Title	Operational Services Officer
Team	Operational Services
Reports to	Waste & Recycling Manager
Politically restricted Y/N	N
DBS check Y/N	N
Date	November 2026

Job Purpose

To provide administrative support to the Head of Operational Services, the Waste & Recycling Manager, Supervisors and Harbour Master on a range of functions. To assist in the efficient and effective delivery of all aspects of Operational Services including close contacts with all internal and external stakeholders.

The range of functions include: Refuse collection, Recycling wet (wheeled bin) collection, Recycling dry (box and bag) collection, Street cleansing, Fly tipping, Bulky item collection, Assisted collection, Clinical waste collection (contractor), Communications, Garden waste subscriptions, Website editor and Harbour support.

Torridge's Core Values

Working with people

Works effectively with people inside and outside of Torridge Council to deliver and develop our service. Builds respectful, positive, and productive relationships with all.

Delivering excellent customer service

Puts the needs of our customers first, be they internal or external. Does their utmost to deliver a high quality service.

Adapting and responding to change

Able to adapt to changes and face future challenges with positivity and open-mindedness. Embraces innovative ideas that improve our service.

Displaying and promoting professional integrity

Works honestly, transparently, and responsibly at all times. Holds themselves to high ethical standards, such as by committing to implement anti-discriminatory and equal opportunities policies

Main Duties and Responsibilities

Customer Service

- Receive electronic, telephone and written enquiries/complaints from members of the public, councillors, TDC Officers, area offices, other authorities and outside agencies on all aspects of Waste Management. Log complaints on in house systems
- Respond to enquiries/complaints appropriately giving regard to urgency, public safety and procedure.
- In the absence of the Waste and Recycling Manager deal with minor/medium complaints that are sensitive and/or emotive.
- Arrange and document requests of service including the collection of household bulky items and household assisted collections.
- Respond to Harbour enquiries.

Reconciliation

- Input waste management vehicle fuel receipts and validate/reconcile against purchasing card statements monthly.
- Input weighbridge tickets for all TDC vehicles and validate/reconcile against spread sheet from waste disposal authority monthly.
- File check and record all driver hour records.

Procurement

- Process and raise invoices using the TDC e-financial system and update logs.
- Process and raise orders using the TDC e-financial system and update logs.
- Petty cash.

Communications

- Assist the Waste and Recycling Manager with displays on roadshows, promoting the use of green wheelie bins, compost bins, dry recycling receptacles.
- Update Waste Management web pages.
- Update Harbour page

General Administration

- Receive, sort and distribute incoming mail and other correspondence.
- Assist, co-ordinate and minute take for the Waste and Recycling Manager.
- Provide general administrative support, eg photocopying, filing, and emailing as required.
- Type letters, reports and other documents as required.

- Operate Microsoft Office software according to requirements, particularly Share point, Word, Excel and Outlook.
- All other duties according to the grading of the post

Data Reporting and auditing

- Responsible officer for quarterly submissions on waste tonnages to Defra via Wastedata Flow.
- Raising invoices for recycling credits to Devon County Council.
- Undertake monthly reconciliation of weighbridge tickets.

Other duties:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

Health & Safety:

The Council has a Health and Safety Policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

Risk Management:

(Employee)

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Manager.

Data Protection:

It is the responsibility of the postholder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

Single Equality Scheme:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

Safeguarding Children and Adults at Risk:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Person Specification

Methods of Assessment

- **Application (A)**
- **Interview (I)**
- **Ability Test (AB)**
- **Psychometric Assessment (PA)**
- **Presentation (PR)**

Education, Qualification and Training	Method of Assessment
Essential	
Minimum of 4 GCSE's at Grade C or above or equivalent, including Maths and English.	A & I
NVQ Level 2 Business Administration or equivalent relevant qualification	A & I
Desirable	
NVQ Level 3 Business Administration	A & I
ICT qualification i.e GCSE/ECDL/CLAIT	A & I
Knowledge	
Essential	
Making purchases and raising invoices	A & I
Reconcile financial data, including fuel receipts purchasing card statements	A & I
Good working knowledge of Excel spreadsheets.	A & I
Desirable	
Knowledge of Operational Services administration systems	A & I
Experience	
Essential	
Working in an office/clerical environment	A & I
Experience of dealing with a range of enquiries both on the telephone and face to face	A & I
Web page design/updating	A & I

Desirable	
Previous experience of working in the waste and recycling sector	A & I
Skills	**Method of Assessment**
Essential	
Good level of communication skills both written and verbal	A & I
Excellent record keeping skills	A & I
Competent in a range of IT applications including Outlook, Word, Excel.	A & I
Good level of literacy and numeracy	A, I & AB
Attention to detail and high level accuracy	A, I & AB
Flexible and adaptable to changing demands	A & I
Ability to work effectively both independently and as a team member	A & I
Ability to prioritise workload and meet deadline.	A & I
Other Job-Related Requirements	
Anti discrimination	
Commitment to implement anti discriminatory and equal opportunities policies.	I
Ability to travel according to the needs of the job with reasonable adjustments, if required, according to the Disability Discrimination Act.	A & I