Trade and CWR Officer – Waste Services

LEVEL: Level 7

ACCOUNTABLE TO: Head of Waste

SALARY: £29,542 to £33,119 per annum (pro rata for part time hours)

LOCATION: Ivybridge and Torr Quarry Depot

CONTRACT: Permanent – 15 hours per week

Job Purpose

Working for South Hams District Council, reporting to the Head of Waste, the Trade Waste Officer will support in the efficient delivery of our in-house trade waste services. The postholder's main responsibilities will be to provide first-class communication with our South Hams businesses and CWR customers and provide accurate and high-quality information to our front-line staff on an already established service.

Role Profile

Commercial & Controlled Waste

- To provide proactive and high-quality support to the service as directed by the operations manager. Subject but not limited to: Commercial Waste operational and client support, Trade Waste and CWR operational and client support.
- Maintain and establish a robust working system that enables all trade collections and purchases to be managed and analysed to produce accurate reports.
- Identify waste options and solutions available to businesses and quote accurately to secure that custom.
- Carry out cold calls and site visits to potential / current customers 1 days a week to secure new business and maintain relationships with current customers
- Assist in a full review of commercial waste services as required.
- Create, store and issue Duty of Care certificates for our collections and maintain all documentation in a compliant and secure manner for audit purposes.
- Attend meetings and record notes/minutes as required to support the management team.
- Interact with internal and external stakeholders to develop strong business relationships

- Maintain a database of holiday let/second properties required to pay for a trade waste collection and produce regular reports with identifiable solutions to the operational management team.
- Contact customers to discuss failure to pay penalty notices, finding resolutions to problems and documenting outcomes.
- Identify further businesses that we have a legal obligation to charge and proactively action this.
- Become fully conversant with the legislation in this area, becoming a source of knowledge for colleagues across the wider authority.
- Collaborate with Officers to provide reports and statistics as required on a regular basis as directed by senior managers.

Person Specification

Qualifications

Essential	Desirable
Good standard of general education including GCSE at grade C/level 4 or above or equivalent in English and Maths.	Local Authority related qualifications.
Good standard of IT literacy, specifically with MS Excel and Word.	Business administration qualification.

Knowledge / Experience

Essential	Desirable
Previous experience in a business support/administration role.	Good local geographic knowledge
Good understanding of Diversity and Inclusion.	Broad knowledge of the Councils' services, process, and procedures.

Experience of accurate financial record keeping.	Previous employment in business support/administration or similar.
	Experience working within the public sector, specifically within a local authority.
	Demonstrable evidence of business support/administrative experience.

Skills / Abilities

Essential	Desirable
Excellent customer service skills and promotes excellent customer service.	
Excellent written and verbal skills.	
Proficient in use of IT, particularly MS excel and word.	
Well organised and methodical.	
Ability to adapt, multi-task and work effectively as part of a team while collaborating with colleagues at all levels.	
Excellent accuracy and attention to detail.	
Solution focused with a flexible working approach.	

Able to perform effectively under pressure consistently.	
Proficient in communicating with internal/external stakeholders.	

General / Other

Essential	Desirable
Willingness to work within the Councils' Core Competency Framework.	Full UK manual Driver's licence.
Have an engaging, enthusiastic, and positive manner with a strong "can do" approach to work.	
Willing to undertake applicable training.	
Must be able to travel to and from Depots.	

General

The list above is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & 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.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.