

Job Description and Person Specification

Job Title: Waste Administrator



Job Description

Job Title	Waste support Assistant
Grade	£19264 to £20444
Service	Streetscene & Regulatory Services
Reports to	Waste Support Officer
Location	Whitley Depot
Job Evaluation Code	D2708D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

Under the general direction of the Waste Support and Waste Technical Officers, to provide administrative assistance to the Domestic Waste Team.

To assist in the recording of service data to support budgetary control and ensure compliance with Council policy and legislation.

Main Duties & Key Accountabilities

Core Knowledge

To update data management systems for external reporting performance to ensure Council compliance with statutory reporting and record keeping. This includes working on Excel spreadsheets with a variety of data, both financial and waste tonnages.

To provide administrative assistance to the Waste service to include: -

- Supporting meetings (minute taking), training sessions and recruitment preparation of packs, room bookings and printing any materials.
- Scanning of documents from various sites
- Placing and receipting orders through financial management systems
- Data input including:
- Timesheets and irregular claims, such as overtime. Inputting data and providing updates to the supervisory team when necessary.
- Sickness – recording data for service performance and improvements
- Annual Leave – yearly allocations, recording leave and providing updates to supervisory team using Excel.

To support daily operations including the maintenance of assisted collection and additional bin records and the provision of round information.

- Printing map information for crews
- Outbound calls to residents in relation to assisted collection requests, additional bins and clinical waste collections.

To provide high quality written responses to service requests and queries regarding: -

- Missed bins
- Complaints
- Assisted collections

- Additional / replacement bins
- The Tip: responses and investigations

Maintaining employee records including: -

- Training records and the training records database

Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Whilst our primary focus is on residents you will engage with them in a variety of ways. You will also work alongside numerous external partners and suppliers including our bulky waste services, Civic Amenity site and waste contracts. You will be raising requests, purchase orders and chasing up queries about the services they provide for us.	We work in partnership with other teams such as Streetpride, Finance, Fleet and workshops, customer services and will assist any department who requires guidance on waste matters.

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: No staffing responsibility

Person specification

Job Evaluation Code	D2708D
Knowledge	
A good knowledge of waste management, the waste and recycling industry and legislation is desirable	
Comprehensive understanding of the principles of customer care and client focused service delivery	
Understanding of the framework within which public sector services operate and an awareness of the challenges facing local government	
Good understanding of Health and Safety Legislation and requirements	
Good knowledge of GDPR	
IT packages in particular a good working knowledge of Excel	
Skills and Abilities	
Ability to develop effective partnerships	
High level of verbal and written communication and presentational skills	
Ability to lead by example and motivate teams of individuals	
High level of organisational and interpersonal skills	
ICT literate	
Negotiating, influencing and problem-solving skills	
Innovative and adaptable approach within the confines of legislation	
Creative thinking, balanced with structure and detailed implementation	
Ability to work positively under pressure, responding positively in difficult situations	
An ability to respond flexibly to changing circumstances and to develop new initiatives or approaches	
Excellent customer relations	
Experience	
Experience of working within a fast moving, customer facing service environment	

Managing change
Experience of creating and fostering a customer focused culture
Data management
High level of IT skills
Qualifications
Good level of literacy and numeracy
Evidence of continuous professional development
Special Requirements

Date Created	March 2023	Date Reviewed	
--------------	------------	---------------	--

