

Job Description and Person Specification

Job details

Job title: Highways and Waste Business Support Team Leader

Grade: 5

Reports to: Highways & Waste Business Manager

Responsible for: Highways and Waste Administration Assistants & Commercial Services Officer

Directorate and Service area: Highways and Waste, Business Support Unit

Purpose of the job

Waste Services plays a pivotal role in ensuring that communities are not only clean and safe but also moving towards a more sustainable future. As a single - tier authority, we can take a holistic approach to delivering services efficiently and consistently across the whole area for the benefit of our communities.

Management of waste and associated resources is a statutory function, and the service is highly regarded by North Northamptonshire residents providing Waste Collection and Cleansing, Household Waste Recycling Centres and managing a portfolio of contracts, performance management systems and service level agreements related to the environment and the treatment and disposal of collected materials. These are high risk, demand led services which interface with member of the public.

The purpose of this role is under the direction of the Highways and Waste Business Manager (to ensure the seamless operation of day-to-day customer service and help enhance the customer experience. To provide administrative and some financial support to all units within the Highways and Waste. Including managing a team of Highways and Waste administrative assistants and officers to ensure process are followed and customer issues are resolved and responded to within corporate timescales.

Principal responsibilities

(Please make these concise and ideally no more than 8)

1. To oversee and manage the provision of administrative support to the business support and commercial waste services teams within Highways and Waste which will require a creative and adaptive approach to a variety of tasks, by reviewing and where necessary, updating processes to ensure consistency and best practice is applied across the Business Support Unit and the wider service.
2. Provide line management function for the administration assistants and commercial services officers assigned to the Highways and Waste Business Support Team including managing all HR processes to ensure office cover during core hours, and the equitable division of tasks assigned to the team, management of leave and sickness, and provide supervision and support via 1:1 and appraisals.
3. Using the council customer relationship management software to log, manage and respond to enquires (e.g. Placecube inc Complaints, Fix My Street, waste inbox, e-permits, Direct Debit/BottomLine FOI etc) to ensure all records for the services are updated and stored appropriately in line with corporate guidelines.

4. To ensure that any external invoicing and subscriptions are correctly calculated and produced and are reconciled within invoice payment targets, and ensure all purchasing is in line with procurement process and documentations are reconciled, processed, and cleared for payment within invoice payment targets.
5. To provide business support and customer liaison, check and develop processes to develop new ways of working to resolve issues. Liaising with other teams –Highways and Waste Operations as necessary to keep processes timely. Supporting Administrative Assistants and Officers to resolve issues where required. To ensure business support systems are developed and delivered in line with corporate quality control systems and timescales. This will include garden waste service subscriptions, Household waste recycling permits, highways defects and issues, corporate complaints, using all the Council's communications channels to educate and inform residents.
6. To assist in the collection and collation of data in relation to performance of the Highways and Waste services and the performance of the Business Support Unit including customer queries and complaints. Assuring compliance with quality control systems, ensuring they are being operated appropriately and consistently across the Highways and Waste services.
7. Generate reports on team performance and provide regular updates to senior management.
8. Work collaboratively with services across the Council to align services for the benefit of the Council's residents and to deliver value for money.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
- 2.
3. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
- 4.
5. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
- 6.
7. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

If there are any other special features of the job that need to be in the job description, please indicate them here.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Minimum of 5 GCSEs or equivalent including Maths and English</p> <p>A good standard of overall education</p>	BTEC in Business Administration or equivalent;
Experience and Knowledge	<p>Minimum 2 year experience of an office based customer-focused environment;</p> <p>Familiar with Microsoft office suite and general office equipment</p> <p>Experience in using computer databases and other software applications</p> <p>Experience of leading a team</p>	<p>Experience in Local Government;</p> <p>Experience in Highways or Waste service</p>
Ability and Skills	<p>Excellent IT and keyboard skills, including Microsoft 365, Teams, Word and Excel;</p> <p>Good analytical skills, with ability to analysis statistical data;</p> <p>Excellent communication skills, polite, friendly and respectful manner seeking to ensure mutual understanding in verbal and written communications.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Experience of developing and following administrative procedures and processes.</p> <p>Ability to manage a team, organise tasks and work unsupervised.</p> <p>Ensure that all work carried out is in line with business and service plans and supports the overall aims and ambition of the Council</p> <p>Strive for continuous improvement in your work and that of your team, managing your, and their, learning and development to enable you all to perform to the best of your ability</p> <p>Open Council approach and flexible attitude.</p> <p>Ability to build good working relationships with internal teams, external partners, customers, local communities and partners.</p> <p>Commitment to providing excellent customer service to the community;</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Ability to remain calm and diplomatic in challenging situations.</p> <p>This is a customer-facing role, spoken English fluency.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Driving licence or ability to travel between locations as needed	