

Job Description and Person Specification

Job details

Job title: Highways and Waste Administrative Assistant

Grade: 2

Reports to: Highways & Waste Customer Liaison Team Leader
or Highways & Waste Business Support Team Leader

Responsible for: N/A

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.

To provide administrative and financial support to all units within the highways and waste business support unit and management teams, to facilitate the customer experience.

Principal responsibilities

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

1. To provide administrative support to the operational teams within the Highways & Waste services Including but not limited to ensure all incoming and outgoing correspondence is correctly recorded and processed, facilitate and minute take for meetings where required, which will require a creative and adaptive approach to a variety of tasks.
2. Using the council customer relationship management software to log, manage and respond to enquires (e.g. Place cube, fix my street, waste inbox, e-permits, member enquiries FOI) to ensure all records for the services are filed and stored appropriately and assist with maintaining quality control systems, ensuring they are being operated appropriately.
3. To provide customer liaison and resolve issues where required (including enquires relating to waste Collections and other associated services provided by the team. This will include waste collections, garden waste service subscriptions, Household waste recycling permits, highways defects and issues), using all the Council's communications channels to educate and inform residents.
4. To ensure that all external sales invoices and subscriptions invoicing is correctly calculated, produced and issued in a timely fashion.

5. To ensure all purchasing documentations are reconciled, processed, and cleared for payment within invoice payment targets.
6. To assist in the collation of data in relation to performance information for the services.
7. To assist in the scheduling of meetings, co-ordinate appointments for the Highways and Waste Management team
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. 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).
3. Understand the councils 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.
4. 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>	<p>BTEC in Business Administration or equivalent;</p>
Experience and Knowledge	<p>Minimum 1 year experience of an office based customer-focused environment;</p> <p>Familiar with Microsoft office suite and general office equipment</p>	<p>Experience in Local Government;</p> <p>Experience in a highways or waste service</p>
Ability and Skills	<p>Good IT and keyboard skills, including Microsoft Word and Excel;</p> <p>Good communication skills, written and verbal;</p> <p>Experience of undertaking admin procedures.</p> <p>Experience in using computer databases and other software applications</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Good analytical skills, with ability to analysis statistical data;</p> <p>Ability to work as part of a team and organise tasks and work unsupervised;</p> <p>Open approach and flexible attitude.</p> <p>Ability to build good working relationships with local communities and partners.</p> <p>Commitment to providing excellent customer service to the community;</p> <p>Ability to remain calm and diplomatic in challenging situations.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	

Attributes	Essential criteria	Desirable criteria
Additional Factors		