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| **Role Profile** |
| **Job Title** | Administration Officer | **Job No.** (Office Use) |  | **Grade/Grade range** Grade 4 |  |
| **Department** | Place and Sustainability | **Division** | Planning, Growth and Environment |
| **Section** |  | **Team** | Waste Management |
| **Reports to** **(Job Title)**  | Strategic and Specialist Projects Manager  | **Competency Job Type** |  |
| **Suitable for Job Share (Y/N)** | Y | **If No state reason**  |       |
| **Location** | Waterbeach Waste Management Park | **Shift Pattern**  | 37 Hours/week (Mon to Fri) |
| **CRB check required** | Not required |
| **Job Purpose** | The role will provide administrative support to the Waste Management Team for a range of services provided. This will involve liaising with service users, contractors, other council service areas, partner organisations and other outside parties to support the smooth delivery of services and resolution of issues arising.The role has responsibility for administering a Household Recycling Centre Permit scheme, dealing with correspondence, monitoring scheme usage, resolving issues raised by site staff, checking for abuse of the system and preparing reports.The role will also provide administrative support to the Waste Education Centre, taking bookings, dealing with correspondence and supporting preparation of educational and public awareness materialsOther work areas include but are not limited to supporting; service reviews, Household Recycling Centre User Surveys and consultations. Also, supporting meetings, including taking minutes and following up actions where required.  |
| **Decision Making** | The post holder will be required to resolve correspondence in relation to a range of routine service issues, consulting with other team members to resolve more complex issues. They must be able to identify trends and inconsistencies in operation of the E- Permit Scheme and asbestos disposal service, undertake independent research and produce clear, concise reports of findings. They will be required to produce well presented materials for public use in the Education Centre, site surveys and consultations.  |
| **Accountabilities** | * Communicating effectively with service users, other team members, contractors and partner organisations.
* Monitoring and reporting on Permit Scheme usage and issues.
* Monitoring and reporting on asbestos disposal service usage and issues.
* Undertaking research to support service reviews and reporting on findings.
* Maintaining and reporting accurate records.
* Responding to and managing enquiries from members of the public, councillors and contractors.
* General administration in relation to service areas. Organising internal and external meetings, including minute taking and progression of action points.
* Assisting with the production of written materials for public use through the Education Centre, user surveys and consultations.
* Undertaking other duties appropriate to the grade of the post as determined by the changing needs of the service
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| **Demands** | The job role does not require more than a basic level of physical demand. The main demand of this job role is to progress administrative work and correspondence accurately and to required deadlines. |
| **Working Conditions** | The job role is mainly office based but the post holder may be required to make site visits which could lead to some exposure to dust, dirt, fumes, noise and moisture. |
| **Experience, Knowledge and Qualifications** | **Essential*** Experience of working in a frontline role with customer contact.
* Evidence of working on own initiative and resolving issues encountered.
* Experience of independent research and presenting findings in a clear and concise way.
* Competent user of Microsoft Office suite of software.
* Understanding of effective approaches to presenting information for a variety of audiences.
* Able to interpret and present data.
* 5 GCSE’s at grade C or above, including Maths & English Language.

**Desirable*** Knowledge and experience of waste management services and issues.
* Knowledge and experience of supporting project work.
* Understanding of working within a political environment.
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| **Skills and Technical Competencies** | * A good standard of interpersonal and communication skills are needed in order to communicate effectively with other team members, partner organisations and the public, and positively contribute to effective working relationships.
* Good literacy and numeracy skills with the ability to produce clear, concise and well-presented correspondence, written reports, and materials for public information.
* Ability to Analyse information from a range of sources
* Ability to identify solutions to problems posed.
* Good IT skills and ability to use Microsoft Office software
* Flexible to changing work demands
* Ability to deal with multiple work demands simultaneously
* Ability to organise own workload and prioritise conflicting demands.
* Ability to work well within a small team in a pressured environment to achieve required outcomes.
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| **Corporate Standards** | * To act in accordance with Council standing orders, policies and guidance on information management and security.
* To act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council’s constitution and its policies and procedures.
* Work within the requirements of the Council’s and contractor’s Health, Safety and Wellbeing policies, performance standards, safe systems of work and procedures.
* Undertake all duties with due regard to the corporate equalities policy and relevant legislation.
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