

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Waste Customer Service Administrator

Waste Management, Place and Economy

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

The purpose of the Customer Service Administrator – Waste Services post is to support Waste Management services including the Household Waste Recycling Centre (HWRC) Booking System.

The role will provide support to members of the public in the delivery of administering Waste Services, primarily dealing with enquiries on the Household Waste Recycling Centre Booking System. The role will also support Waste Officers in various administrative tasks which will include dealing with service enquiries, complaints, and general Waste Management issues.

Waste Management is an essential service used by all West Northamptonshire's residents. The overall purpose of the Customer Service Administrator within Waste Management is to maximise resolution of Booking System enquiries and information requests, from customers at first point of contact.

Specifically, the post holder will carry out clerical, administrative, secretarial services to ensure that services are maintained and delivered to the required service levels.

This role will liaise with and support wider West Northants Customer Service Advisors through the effective handling of service led inbound/outbound correspondence, provision of administrative support, receipt of lower complexity telephone-based interactions, decision making on the issue of the newly introduced Household Waste Recycling Centre System and other general Waste Management service enquiries.

Accountable to:

This role is accountable to the Waste Operations and Services Manager, who is responsible for the direct line management of 6 members of the Waste Operations Team. The role sits within Waste Management part of the Place and Economy Directorate.

Responsibilities:

1. Log all customer queries, in relation to Waste Services primarily the HWRC Booking System in order to ensure all telephone, email and post queries are answered appropriately and timely within service guidelines and where more complex, escalate to a more senior or technical member of the Waste Management Team.
2. All data entry tasks are completed with agreed timescales to ensure that the service is providing an efficient household Waste Recycling Booking and general enquiries service.
3. Train other Customer Services Assistants in all aspects of the role, to ensure a high standard of customer service is maintained across the team.
4. To share knowledge and information with colleagues, contributing to the team's ability to deliver continuous performance improvements.
5. To monitor and assess personal performance against targets, seeking support as necessary in order to deliver Waste Management Customer Service key performance indicators (KPIs).

6. Maintain a continuous improvement culture generating suggestions for new ways of working which lead to a more efficient team
7. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
8. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
9. 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.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

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.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> • Ability to contribute at an individual level to monitoring resources, providing information and be involved in delegated project work • Experience of interacting with colleagues, operational and technical staff and the general public • Participate in team development activities and assist less experienced colleagues to support the achievement of individual and team performance and development objectives. • Maintain and build good working relationships with colleagues and service users to deliver the service required. • A willingness to receive (and actively engage in) coaching, training and development to progress career within Waste Management or a front facing Customer Service. • Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs 	Essential	A, I, D
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/I

Knowledge:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> • Handle a wider range of more detailed queries referred by other colleagues and provide a point of contact for service user feedback to meet service standards • Sort, refer and respond to standard correspondence to ensure that service standards are met • Operate more detailed office equipment and software and assist colleagues in the use of equipment and software to provide an effective service to the public and internal service users • Health and Safety Awareness • Appropriate level of data protection, security and confidentiality awareness 	Essential	A, I, D

• A working knowledge of the services provided by the Council		
• A working knowledge and specific understanding of eligibility criteria related to the West Northants HWRC Booking System and wider waste services. Training will be given.	Desirable	A, I,
• A geographical knowledge of West Northants area would be advantageous to enable effective planning of work and liaising with customers on the booking of appointments at an appropriate Household Waste Recycling Centre	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> • A customer focussed service background with proven experience of interacting with customers over the telephone and in writing. • Works independently and as part of a team to schedule work to meet supervisory requirements. • Accurately maintain a wide range of manual and computerised records/management information systems, providing guidance to less experienced colleagues to meet service standards and support efficient service delivery. • Previous work experience that evidences the ability to ask questions, seek clarification and exchange information using tact and diplomacy • Ability to work with others in a team environment 	Essential	A, I, D
<ul style="list-style-type: none"> • Experience of guiding and assisting less experienced colleagues. • Experience of working within an environment governed by statutory requirements and or legislation. • Previous work experiences that evidences the ability to operate Council systems and processes. 	Desirable	A, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
<ul style="list-style-type: none"> • Educated to GCSE level including pass grades in English and Maths. • Proven experience as an Administrative Assistant 	Essential	A, I, D
<ul style="list-style-type: none"> • Achieved, or working towards a formal IT qualification – For example, European Computer Driving licence • Completed or working towards an NVQ Level 2 or equivalent in a relevant subject 	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 Hours (Fixed Term for 12 months)	Primary work base:	One Angel Square or Tove Depot to be agreed at Interview
Job family band:	Customer Assistance 3	Worker type:	Part-flexible
Salary range:	£26,914 - £27,781	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

The expectation is that this role will be primarily office based however, the role has been identified as a part-flexible worker type. This means that you will be able to work from other work locations. This only by prior agreement could include working from home

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

