



Craven District Council

Job Description

Post Title	Waste Management Support Officer
Grade	Scale 3/4
Reports To	Waste Operations Manager
Responsible for	Provide administrative and technical support across the council's waste management service including waste operations, waste management, commercial waste and waste technical services.

Principal Duties and Responsibilities
<p>To assist with:</p> <ul style="list-style-type: none"> • Delivery of day to day administrative and technical support across the various business areas within waste management services including waste operations, waste management, commercial waste and waste technical services. This could include working at different locations. • Customer enquiries and responses, including use of the Customer Relationship Management System and use of relevant customer processes and procedures. • Troubleshooting customer issues raised where appropriate. • Maintenance of records to support refuse collection and street cleansing including recycling waste, waste credits and related statistical records. • Monitoring and reporting on the performance of residual, green waste and recycling collections, to drive continuous improvements in the efficiency and effectiveness of the service. • Maintenance of financial and operational systems which support the Commercial Waste Collection Service, including controlling the issue of customer accounts, maintaining trade waste agreements, processing variation orders and responding to customer enquiries. • Maintenance of all health and safety action plans, risk assessments, risk registers, safe systems of work records, including round risk assessments. • Maintenance of work procedures and technical records relating to refuse collection and street cleansing services, including approved collection points across the district.

Other Responsibilities

- Contribute to team development and self-development in accordance with the Councils Performance Development Review procedure.
- Contribute to the security and safety of the office and depot environment.

The job description is not a definitive list of tasks. It is designed to give an overall view of the job and is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

Person Specification

Post Title	Waste Management Support Officer
Grade	3/4
Reports To	Waste Operations Manager

Knowledge/Qualifications / Training	Essential	Desirable	Verified by
5 GCSEs or equivalent (Grades 9-4 including English and Mathematics)	E		Application Form / Certificates
Skills and Abilities	Essential	Desirable	Verified by
Good organisational and teamwork skills	E		Interview
Good communication skills	E		Interview
Ability to complete tasks within deadlines and to a high standard of accuracy	E		Interview
Willingness to commit to training and development	E		Interview
Ability to work in own initiative and prioritise own workload	E		Interview
Good level of IT skills		D	Interview
Experience	Essential	Desirable	Verified by
Experience of working within local government, waste management or other relevant environment.		D	Application Form / Interview
Experience of databases and spreadsheets and knowledge of Microsoft Office		D	Application Form / Interview

Other Personal Attributes	Essential	Desirable	Verified by
Be flexible and have an approachable manner	E		Interview
Has a pro-active 'can do' attitude	E		Interview
Can demonstrate experiences of problem solving	E		Interview
Establish and maintain positive working relationships with colleagues, Members and customers.	E		Interview
Be able to work collectively as part of a team to achieve objectives.	E		Interview