

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Trade Waste Assistant	<b>Grade:</b>	GG56	<b>Job Code:</b>	LCC662
<b>Service/Team:</b>	Professional Services	<b>Role Type:</b>	FIXED/HYBRID	<b>Reports to: *Title &amp; LCC Code</b>	LCC274 – Trade Waste Officer
<b>Line Managers: *Title/s &amp; LCC Code</b>	n/a				

### Job Overview

**Overview**

- To assist with the administration of Services and invoicing within the Waste Management Department and provide administrative support to the Trade Waste Officer.
- To offer excellent customer services to commercial clients
- Look to maximise business and increase sales of the business where possible

### Direct Responsibilities

- To work closely and collaboratively with the operational teams responsible for the collection of trade and domestic waste to ensure that information is shared and services are properly integrated to ensure that collections remain reliable and customer satisfaction remains high.
- To manage the customer database for domestic and trade waste clients and produce round sheets for the operational teams responsible for the collection of waste.
- To provide general administrative assistance within the department and provide direct support to the Trade Wastes Officer.
- To work with Environmental Enforcement Officers on environmental issues and waste crime, and assist in issuing community protection notices as and when required.
- To be responsible for the provision of Duty of Care Waste transfer Notes and to ensure that the data is recorded accurately to comply with current regulations.
- To oversee the domestic Clinical Collection Service.
- To oversee the trade refuse stock; bins & bags and manage the budget for the year.
- To oversee the domestic Eurobins stock and the provision of parts for, to make sure that there is always enough stock to provide new or replacement Eurobins to flats in the district.
- To assist the Service gather information and data relating to complaints and service requests received.

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- Demonstrate, achieve and maintain a good working relationship with staff, clients and visitors to the service and be courteous at all times.
- To undertake general office duties as directed by the Trade Waste Officer.
- To assist in responding to queries relating to waste management services.
- To embrace the principles of the Council's Values and Behaviours.
- To carry out any other duties commensurate with to the grading of the post.

### Primary Measurable Objectives

- To make sure all relevant paperwork is maintained and completed.
- Assist the Service by gathering information and data relating to complaints.
- To increase customer base for services where appropriate

### Staff Management Responsibilities

- Not applicable

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<b>Person Specification</b>			
<b>Knowledge &amp; Educational Requirements</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Assessed by: App Form, Interview, Certificate, Test, Other...</b>
<b>Specialised Qualifications &amp; Training</b>	4 GCSE qualifications at Grade A-C including English and Maths or equivalent qualifications / or work experience.		App Form, Interview, Certificate
<b>Experience</b>	Evidence of excellent customer service skills  Evidence of excellent communication skills	Experience of systems and processes which are transferrable.	App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	Competency in computer skills  Excellent Customer Service Skills	Knowledge of the Council's financial systems	App Form, Interview
<b>Personal Attributes</b> Including Interpersonal & Communication Skills	Excellent communication skills, both written and oral		App Form, Interview
<b>Special Requirements/Other</b>	Understanding, implementation and adherence to Lancaster City Council's policies and procedures.  Understanding, implementation and adherence to the Council's Values and Behaviours.  Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.		App Form, Interview

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### **Additional information**

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	