**Job Description**

**Main Purpose of Job:**

To provide a comprehensive administrative support to the Waste, Recycling and Street Cleansing Team.

To deal with wide ranging telephone and email enquiries from customers and service users in an efficient, clear & concise manner.

**Key Responsibilities:**

1. To deal with wide ranging telephone and email enquiries from customers and service users in an efficient, clear & concise manner.
2. Assisting with dealing with complaints and working with Assistant Managers, Operations Manager, the Customer Services Team and the Council.
3. To work to specific priorities and deadlines as set by ESSL, and the Council.
4. To build good working relationships and working closely with a team of Assistant Managers, Supervisors, Operatives and sub-contractors and clients.
5. To produce a variety of documents using Microsoft Office software (Word & Excel) using databases to log information and compile statistics.
6. To generate reports via our in house systems (i.e. Bartec) and updating work and specific requirements from the Assistant Managers and Drivers ie: changing rounds, adding bins, removing attributes and sequencing rounds to ensure they work efficiently. Liaise with ESC Project Team when new processes are complete.
7. To assist with the compiling and progression of purchase orders and sales invoices.
8. To maintain and update files and records. Assisting with collation of information relating to Refuse and Cleansing.
9. To assist with all general administrative tasks as required including document creation, scanning, filing and collating information.
10. To minute meetings, create actions and distribute.
11. To undertake any other duties as requested by the Refuse and Cleansing management team.

**Line Manager:** Recycling & Waste Operations Manager

**Responsible for:** No line management responsibilities

Note: This is a description of the job as it is constituted at (**August 2024**) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time.  It is the practice of the Company to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary.  It is the Company’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Company reserves the right to insist on changes to the Job Description after consultation with the postholder.

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Experience of multitasking and working to deadlines whilst under pressure.
* A working knowledge of Microsoft Office packages.
* An understanding of GDPR.
 | * Experience working within a waste environment.
* Proven experience of working within a varied administrative support role.
* Experience of priositising a varied workload.
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| **Skills and Abilities:** | * Good communication and customer service skills and engagement with customers to enhance their experience of ESSL.
* Ability to work collaboratively across the whole business.
* Good interpersonal skills with the ability to communicate information clearly and effectively.
* Ability to manage customer expectations.
* High level of attention to detail.
* Ability to and committed to working as part of the team.
* Ability to use own initiative.
* Time management and the ability to prioritise workloads.
* Excellent IT skills.
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| **Education and Training** | * 5 GCSEs (Grade 4-9 or C or above) or equivalent which include English Language and Mathematics.
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| **Other Requirements** | * Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
* Necessary to work within data protection and confidentiality requirements.
* A commitment to own development and to supporting training and development initiatives.
* Ability to travel between office locations as required (Ufford and Lowestoft).
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