

London Borough of Tower Hamlets

Job Description

JOB TITLE:	Waste Services Support Officer
GRADE:	G
POST NUMBER:	C020600845 C020600846 C020600847 C020600848 C020600849
DIRECTORATE:	Communities – Public Realm
SERVICE:	Waste Services
RESPONSIBLE TO :	Waste Services Principal Support Officer/Waste Services Senior Support Officer (Staffing)
RESPONSIBLE FOR:	n/a
	DBS Basic check not required

<p>JOB SUMMARY:</p>	<p>This post will support the Waste Services Support team by ensuring that robust performance data (including management and analysis), human resources, payroll, customer care, complaints handling and other management data requirements deliver an efficient and cost-effective Waste Services. Supporting the financial management of the services, the postholder will be an expert user of Council finance systems and software management of waste-related systems to enable a seamless delivery of services.</p> <p>The postholder will provide technical advice and support to the Waste Operations management team through reporting on key performance indicators and trends, along with contributing to a customer friendly operation that delivers the highest standard of service. Through supporting the service in procurement processes and compliance, carry out purchasing of equipment and materials, manage supplier relationships to deliver timely processing of invoices, stock control and payment to suppliers.</p> <p>Contribute to development of improvements and innovations to the service, either through individual reporting or working in partnership with colleagues. Assist in the management of corporate complaints handling including members enquiries, freedom of information requests and to ensure timely completion.</p>
<p>ROLE REQUIREMENTS:</p>	
<p>1.</p>	<p>Provide business support to the Council’s Waste Services management team through effective use of waste management, procurement, financial, human resources, payroll and customer care systems and processes, synthesise and interpret data.</p>
<p>2.</p>	<p>Support and act as a point of contact for key stakeholders in formulating and reporting on statistics, performance and data management and on other Council systems & software.</p>
<p>3.</p>	<p>Provide information and advice to internal and external customers on all matters relating to the effective management of Waste Services.</p>
<p>4.</p>	<p>Liaise effectively with internal and external stakeholders such as the corporate communications team, human</p>

	resources team, customer contact centre, registered landlords etc to ensure that customer care is effectively managed.
5.	Work effectively with Waste Services managers to ensure that they are supported administratively including taking notes and minutes as necessary and with performance data and information that will help deliver an efficient and cost-effective service.
6.	Provide procurement support dealing with requests for quotations for supply of materials, equipment and supplies.
7.	To carry out the purchasing of equipment and materials, liaising with suppliers, where appropriate, in the course of processing invoices, payments and re-charges.
8.	Responsible to maintain Waste Management data and report on financial, operational and environmental performance, particularly in relation to purchases of consumables, re-charges and supplier payments.
9.	Act as an expert user and provide system support on Waste Management and financial management systems and procedures.
10.	Responsible for payroll performance and other payroll and human resources related duties for permanent and agency staff including supporting operational managers resolve HR and Pay queries raised by their staff, supporting investigations regarding pay disputes in order to ensure matters are resolved in a timely fashion and help up-date and maintain employee information on the Council's HR Payroll System.
CORPORATE RESPONSIBILITIES	
11.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
12.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
13.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all

	disadvantaged groups.
14.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
15.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
16.	Actively participate in all service / team activities, having regard to the council's corporate priorities and outcomes, as set out in the Strategic Plan.
17.	Continuously improve systems and processes and, as part of our Smarter Together Transformation programme, modernise our core support and enabling functions to improve effectiveness and efficiency
18.	Promote and actively participate in the programme of service reviews and transformation projects to improve the council's operational effectiveness.
19.	Utilise new ways of working to champion our diverse communities and secure effective outcomes for the council's residents.
PEOPLE	
20.	Work collaboratively with the Council's partners and stakeholders to inform decisions, ensuring that this supports the delivery of specific service programmes and deliverables.
21.	Work with management to ensure clarity around expected outcomes and standards, with clear lines of accountability.
22.	Encourage and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets' residents.
FINANCE	
23.	Assist in managing budgets and income delivery targets ensuring that resources are deployed in line with agreed priorities. Ensure that opportunities for efficiencies are systematically explored and developed and drive down spend where appropriate.
24.	Work with management to ensure services that are delivered or procured represent value for money.
SERVICE	

25.	Ensure key performance indicators and data to support the smooth and efficient cost-effective services are reviewed continuously.
26.	Ensure service delivery methods are compliant with audit requirements, industry standards and at the level of quality and delivery of waste services is benchmarked continuously against national, regional and local statistics.
27.	Work to ensure that waste operations services are delivered within legal requirements and that compliance is continuously monitored to provide an audit of this.
28.	Ensure a robust financial monitoring systems are in place and that all work adheres with financial regulations and complies with Council guidance.
PERFORMANCE	
29.	Ensure consumable usage and stock replenishment are monitored in line with the agreed mechanism in place.
30.	Ensure situation report and performance data are delivered to manage this on a daily, weekly and monthly basis.
31.	Ensure In-Cab technology is utilised for accurate data collation and that this is in good working condition on a daily basis.
32.	Ensure invoicing, raising purchase orders and payments to suppliers are all monitored to ensure the service is meeting its deadlines.
33.	Manage performance data to demonstrate that targets are being met and provide reports to managers, including the Head of Waste Operations on areas that require improvement due to data outcomes.
OTHER CONDITIONS: To carry out other duties and responsibilities commensurate with the level of the post as directed by the Corporate Director/Director/Head of Service.	

<p>Person Specification for the Post of Waste Services Support Officer</p>		<p>Method of Assessment A= Application Form T= Test I= Interview</p>
<p>Knowledge</p>		
<p>Knowledge of waste management & administration systems.</p> <p>Knowledge of the Council's standing orders and standing financial instructions.</p> <p>Knowledge of the Council's financial procedures, including ordering, recharging, requisitioning and dealing with banking.</p> <p>Detailed knowledge of Microsoft IT systems.</p> <p>Knowledge of electronic financial processing systems.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p>Qualifications and Experience</p>		
<p>Experience of providing a wide range of customer and business support within a busy and challenging waste operations environment.</p> <p>Proven high level of competency in business administration, technical support, stock management, management of complaints, management and support processes to achieve desired outcomes.</p> <p>Experience of using databases, spreadsheets, IT and analytical tools.</p>	<p>D</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>

<p>Experience of procurement - managing supplier relationships, ordering materials & equipment and maintaining adequate levels in support of the service.</p> <p>Experience of dealing with a wide range of clients and/or customers demonstrating a high standard of written and verbal communication skill.</p> <p>Ability to identify improvement opportunities and support the delivery of improved systems and processes across waste operations.</p> <p>Experience of supporting a team and working with multidisciplinary professionals to ensure delivery.</p> <p>Evidence of successful partnership working experience that will deliver outcomes.</p> <p>Experience of working with both the public and elected members, including project boards, committees and public meetings.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>I</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p>
<p>Living the TOWER Values sets out the essential behaviours required of all staff.</p> <p>They are aligned to the organisation's five TOWER Values</p>		
<p>We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	<p>Seeks opportunities to build positive relationships with people from other teams and partners.</p> <p>Builds networks with key teams they work with, to ensure they achieve the best outcomes.</p> <p>Actively builds a positive team in the working environment.</p> <p>Shares information and engages others in a timely</p>	<p>E</p> <p>E</p> <p>E</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	way to achieve the best outcomes	E	A/I
We are OPEN and transparent	Checks understanding they are understood by others and explains jargon where needed.	E	I
	Uses effective listening and questioning techniques to understand the needs of others and act accordingly.	E	I
	Seeks to develop own resilience to manage change, seeking support where necessary.	E	A/I
	Approachable and actively seeks feedback from others to improve how they do things.	E	A/I
We are WILLING to challenge, innovate and be accountable	Takes accountability for delivering own work, setting challenging goals for self.	E	A/I
	Seeks to learn from, both failures and successes, to improve how they do things where required.	E	A/I
	Looks for ways to continuously improve and develop within role.	E	A/I
	Makes suggestions for better and new ways of doing things.	E	A/I
We empower each other to be EXCELLENT and go the extra mile	Understands the organisations direction of travel and actively supports that in their work and interactions.	E	A/I
	Takes the initiative to improve outcomes because they can explain the difference they have made. Supports others to achieve a work-life balance and makes	E	A/I

	<p>time for others when they need someone to listen to them.</p> <p>Enlightens people when they have made a difference and shows appreciation through internal recognition schemes.</p>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p>
<p>We RESPECT all communities; they are the heart of everything we do</p>	<p>Actively listens to customers and takes steps to making things better for customers.</p> <p>Shares customer feedback as appropriate to improve the customer experience.</p> <p>Takes ownership of more complex issues, whilst keeping the customer informed.</p> <p>Open-minded and appreciates alternative cultural perspectives, taking it into account when delivering service.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p>Additional Requirements</p>	<p>Willingness to work outside of contracted hours in the evenings and weekends, where required and subject to notice.</p>		