

Administration Assistant

Department	Recycling and Waste
Pay Grade	G3
Responsible to	Operations Manager

Role Purpose

Working as part of the overall admin team supporting all Recycling & Waste including the transport services through the provision of administrative and technical tasks providing general support to team members and managers, assisting in daily departmental needs, supporting and enabling effective and efficient service delivery.

To work closely with Senior Administration Assistant to help with managing and booking annual leave, monitoring absence and sickness levels, taking minutes for HR meetings and ensuring issues are resolved to a satisfactory manner.

Managing the day-to-day administration of the workshop such as managing purchase orders and maintaining accurate legal documentation. This role will have 18.5 hours focused on workshop admin and 18.5 hours focused on Waste and Recycling duties supporting the Senior Administration Assistant.

Role Specific Responsibilities / Accountabilities

- To ensure all workshop orders are accurately recorded and paperwork is completed ready for Purchase Orders to be raised within the required timescales and in line with the Council's guidelines.
- To ensure all workshop paperwork is maintained and filed as required and in line with audit purposes.
- To liaise with suppliers as required to order parts and maintain stock levels in the workshop to ensure the operation can provide an effective and efficient service.
- To work alongside the senior administrator to record and monitor annual leave requests ensuring the allocated daily allowance is maintained and annual leave numbers are not overbooked.
- To assist with the organisation and administration of internal and external meetings providing administrative support as required. This includes taking notes at formal meetings such as disciplinary/absence management meetings, preparing, and sending letters and compiling management reports and distribute accordingly.
- To work with the senior administrator to manage uniform requests from the operational team and manage the stock control to ensure uniform is available. To ensure the budget for uniform is adhered to

and ensuring an audit trail is kept of all stock issued and to escalate any concerns to the appropriate manager.

- To ensure that all departmental invoices and purchase orders are processed in accordance with the Council's requirements and guidelines.
- To report insurance incidents as required and escalate to the relevant manager to investigate where necessary in a timely manner.
- To provide administrative support to other sections within the department as required.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Experience of working in a customer service and fast-paced environment.
- Able to communicate with a wide range of people from diverse backgrounds, including ethnic, social, and professional, both verbally and in writing.
- Good written and oral communication skills.
- Able to work as part of a team as well as on own initiative, organising, prioritising, and taking responsibility for own workload.
- Competent IT user able to use and learn different packages and systems.
- Educated to GCSE Level, or equivalent.

Desirable Criteria

- Experience of working in an operational environment.
- Awareness of waste/recycling industry.

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.

- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly