

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Environmental Services Assistant
Service:	Environmental Services
Team:	Customer Services
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Customer Services Team Leader
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> • Providing a first contact response for our Environmental Services team, you will be dealing with enquiries and service requests from members of the public, businesses, elected Members and other stakeholders. • The team provides customer service in relation to the waste and recycling collections, street cleaning, environmental health and parking services. • The team receives and resolves wide-ranging enquiries and helps customers by providing excellent customer service and responding to diverse questions and 	

situations. Customer contacts are primarily via the telephone and electronically, but may also be via face to face contacts.

MAIN DUTIES AND ACCOUNTABILITIES

- To work under the general direction of the Customer Services Team Leader undertaking duties including answering telephone enquiries about the Council's Environmental services from residents. Calls may also be received from Councillors, shop-keepers and traders, visitors to the Borough, local organisations and others.
- The job includes logging enquiries, complaints and requests for service on a dedicated IT system that communicates directly with the Council's contractors delivering the services on its behalf. This will include arranging services such as garden waste subscriptions, bulky waste collections, clinical waste collections and street cleaning requests.
- Preparation and dispatch of routine emails and letters on all aspects of the Waste Management and Environmental Cleaning contract as necessary, including updating, modifying and personalising standard emails and letters.
- To assist with answering telephones and logging enquiries on the dedicated IT system for Environmental Services.
- Any other duties as required by the Environmental Services (Customer Services) Team Leader, the Environmental and Parking Services Manager and the Deputy Environmental and Parking Services Manager.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- This job involves being part of a small team of Officers providing the customer interface of a high-profile front-line service, which impacts upon approximately 52,000 properties (and over 100,000 residents) per week.
- It will involve dealing with up to approximately 300 enquiries per week from members of the public and daily liaison with the Council's Waste Management, and Pest Control contractors.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Issuing instructions to the contractor for missed collections, assisted collections, clinical waste requests, pest control treatments and street cleaning.
- Logging queries and escalating to the Customer Services Team Leader where necessary.

PLANNING/ORGANISING/CONTROLLING

- The team receives a high level of telephone and online enquiries from members of the public. Therefore organizational skills are a priority.
- Providing information and advise to residents on waste collection services.
- Arranging return collections and noting any trends that might need to be escalated.

CUSTOMERS AND CONTACTS

INTERNAL

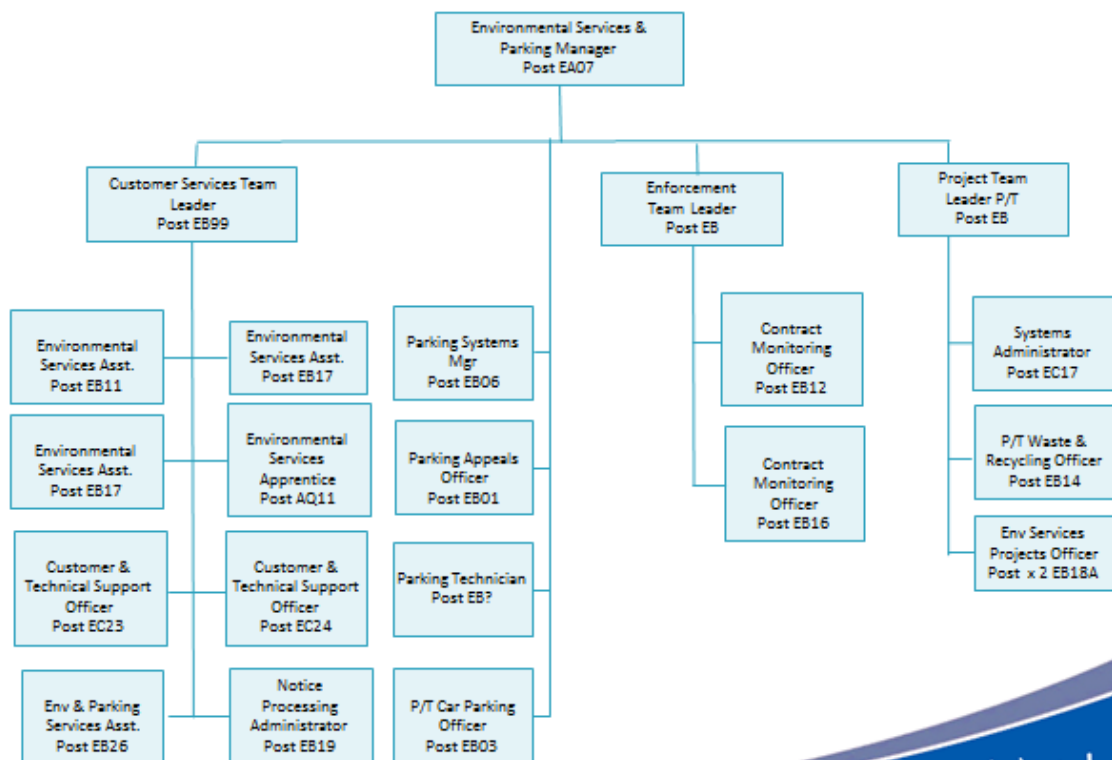
- Other Environmental service staff, staff of all other service areas, senior staff, and elected Members

EXTERNAL

- Borough and Parish Councillors, members of the public, representatives of other Local Authorities and County Council, Police, contractors and representatives of local organisations.

SERVICE/TEAM STRUCTURE

Environmental Services Structure – 2018



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Basic literacy and numeracy skills	A/I		
KNOWLEDGE /TECHNICAL SKILLS	Computer literate	A	Experience in either Environmental or Parking services	A/I
	Knowledge of Word and Excel	A	Experience of local government	A/I
	Experience in office procedures and service administration.	A/I	Awareness of Safeguarding	A/I
	Patience and courtesy in dealing with people, especially challenging individuals.	A/I		
COMMUNICATION	Ability to be accurate, quick thinking and flexible in dealing with people and situations.	A/I		
	Ability to be sensitive and sympathetic with people who are distressed, vulnerable etc.	A/I		
	This is a front line position: accuracy and quick thinking are essential.	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Accurate spoken English is essential for the post	I		
	Experience of working in a customer	A/I		

	service environment			
TEAM WORKING	Ability to support professional colleagues within the team.	A/I		
MANAGING SELF AND OTHERS	Ability to balance conflicting demands.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Ability to follow procedures accurately and a high level of initiative to suggest and develop new and improved ways to help customers within this area of work.	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
Job title:	Environmental Services Assistant	Post no:	EB31
Service:	Environmental Services	JE score:	132
Team:	Environmental Services	Pay band:	10
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	Customer Services Team Leader	DATE:	February 2019
CHECKED IN:	Human Resources	DATE:	February 2019
LAST UPDATED:	February 2019	DATE:	February 2019