

Job summary

Role title: Business Support Officer

Department: Waste and Recycling

General description of role

As a Business Support Officer, you will provide practical administrative support across the Waste, Recycling and Cleansing services. Your work will help colleagues deliver efficient, responsive services and ensure residents receive clear and helpful information. You will respond to enquiries, maintain accurate records and systems, prepare documents, handle routine correspondence and support the coordination of day-to-day team activities. Working closely with operational colleagues and other council teams, you will bring a helpful manner, strong attention to detail and the ability to manage changing priorities. Full training will be provided.

Responsibilities of role:

- Respond to enquiries from residents & colleagues clearly, politely and professionally.
- Update and maintain accurate records, databases and service systems.
- Prepare letters, reports, spreadsheets, forms and other routine documents.
- Manage routine correspondence and direct requests to the appropriate colleague or team.
- Support the coordination of day-to-day activities across Waste, Recycling and Cleansing services.
- Use Microsoft applications confidently to organise information and complete administrative tasks.
- Prioritise workloads, meet deadlines and adapt when service needs change.
- Check information carefully to maintain accuracy and high-quality records.
- Build positive working relationships and provide helpful support to operational colleagues and other council teams.
- Contribute positively to the team, learn new processes and support continuous improvement in service delivery.

This is a full-time, 36-hour-per-week role based at Earlswood Depot and offered on a fixed-term basis for one year. Previous experience in waste, recycling or cleansing is not required; transferable administrative and customer-service skills, a positive attitude and willingness to learn are important.

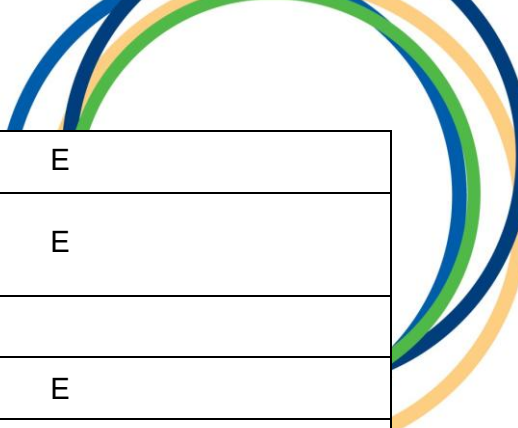
This is currently a hybrid role, with office-based working required on Tuesdays and Wednesdays and the option to work from home on other days. Some flexibility may be required to meet operational needs.

Person specification and interview assessment form



Candidate name			
Contact number			
Role title			
Date of interview		Signed by recruiting manager	

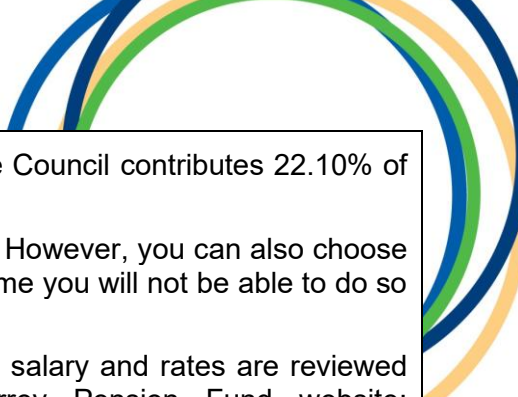
Selection and Interview Criteria	
Criteria	Criteria importance E = Essential P = Preferred
Good Standard written and spoken English and good levels of numeracy	E
Sound knowledge of Microsoft applications – teams, excel, Word, outlook	E
Experience providing administrative support or coordinating routine office tasks	P
Experience working in a waste, recycling, cleansing, operational or similar service environment	P
Awareness of workplace health and safety requirements	P
Experience helping to investigate and respond to customer enquiries, complaints or service issues	P
Communicates clearly, politely and professionally in writing and when speaking with colleagues and residents	E
Committed to providing helpful, accurate and professional customer service	E
Experience taking ownership of tasks, supporting colleagues or helping coordinate work	P



Works well with others, builds positive relationships and contributes as a dependable team member	E
Proof of eligibility to work within the U.K. by producing the relevant evidence (please refer to application guidance notes).	E
Innovative	E
Supportive	E
Flexible	E
Positive	E

Summary of employment package

Place of work	The role will be primarily based at Earlswood Depot, Redhill. We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.
Salary	Graded A2A2 the salary will be in the region of £29,094.00 - £32,445.00 per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.
Duration of contract	The contract will be offered on a fixed-term basis for one year.
Probationary period	Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.
Hours of work	Hours of work are nominally 36 per week.
Employment Benefits	
Flexible working	Dependant on the requirements of the role, RBBC supports flexible and hybrid working, with arrangements being made in agreement with managers and based on operational needs. Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system. Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient team cover and the particular needs of the service at that time.
Annual leave	The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays. Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.



Pension	You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 22.10% of your earnings each year. You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day. Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates
Training and development	The Council actively encourages continued professional development and talent development. Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.
Professional subscriptions	If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, subject to manager approval.
Car parking / Travel loan scheme / Cycle Purchase Scheme	We offer access to parking on site for roles based at the Earlswood Depot. We anticipate there will be enough spaces to meet daily demand. However, it should be noted that spaces are not guaranteed, not a contractual right and are offered on a first come, first served basis. The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available for quarterly/yearly rail season or bus tickets, or a season car park pass and we offer a cycle purchase scheme up to the value of £2,000 (eligibility rules apply).
Employee discounts	All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more. Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.



Other Conditions	
Pre-employment checks	Appointments are offered subject to several pre-employment checks: • at least two satisfactory references • eligibility to work within the UK, and proof of your identity • evidence of relevant qualifications
Paid work with another employer	If you are appointed, your contract with the Council should normally be classed as your main employment. You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.
Disclaimer	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly. Please note that it is important to avoid seeking support directly or indirectly from any Councillor for any appointment with the Council as this may result in disqualification from the selection process.

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

Great People

