

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

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

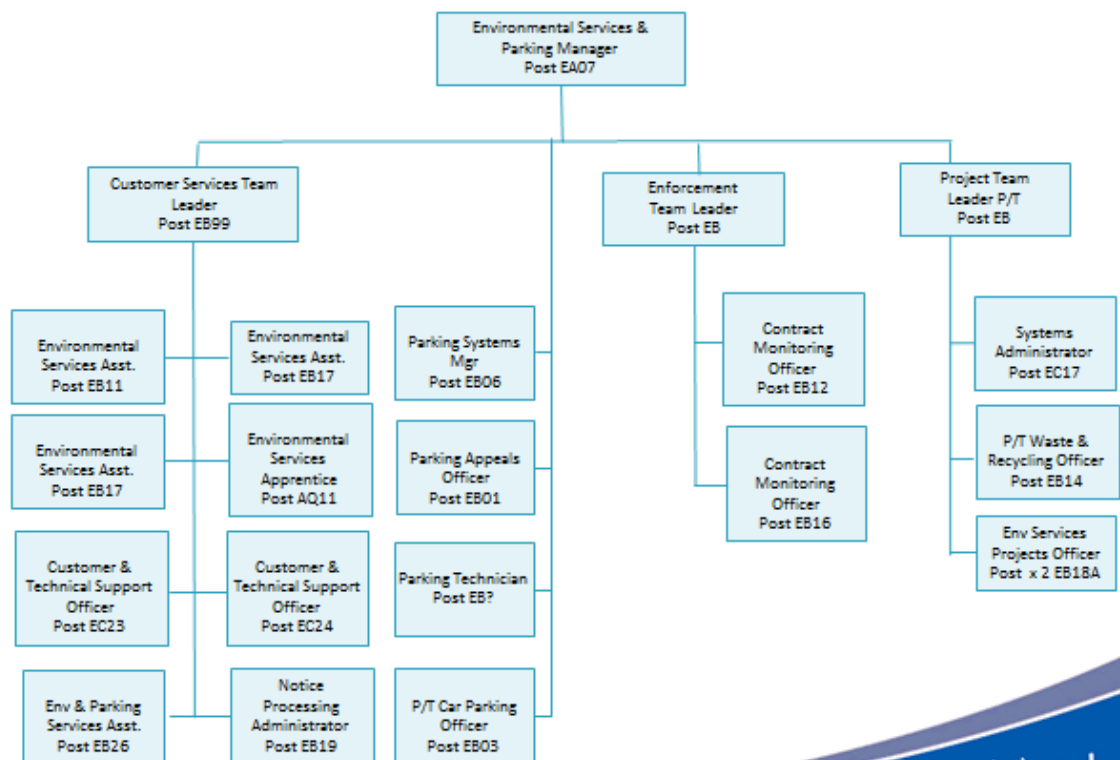
- Other Environmental service staff, staff of all other service areas, senior staff, and elected Members

### 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
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	Basic literacy and numeracy skills	<b>A/I</b>		
<b>KNOWLEDGE /TECHNICAL SKILLS</b>	Computer literate	<b>A</b>	Experience in either Environmental or Parking services	<b>A/I</b>
	Knowledge of Word and Excel	<b>A</b>	Experience of local government	<b>A/I</b>
	Experience in office procedures and service administration.	<b>A/I</b>	Awareness of Safeguarding	<b>A/I</b>
	Patience and courtesy in dealing with people, especially challenging individuals.	<b>A/I</b>		
<b>COMMUNICATION</b>	Ability to be accurate, quick thinking and flexible in dealing with people and situations.	<b>A/I</b>		
	Ability to be sensitive and sympathetic with people who are distressed, vulnerable etc.	<b>A/I</b>		
	This is affront line position: accuracy and quick thinking are essential.	<b>A/I</b>		
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	<b>I</b>		

	Accurate spoken English is essential for the post	I		
	Experience of working in a customer service environment	A/I		
<b>TEAM WORKING</b>	Ability to support professional colleagues within the team.	A/I		
<b>MANAGING SELF AND OTHERS</b>	Ability to balance conflicting demands.	A/I		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	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		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. item	A		

#### How assessed

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

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<b>Job title:</b>	Environmental Services Assistant	<b>Post no:</b>	EB31
<b>Service:</b>	Environmental and Regulatory Services	<b>JE score:</b>	132
<b>Team:</b>	Environmental Services	<b>Pay band:</b>	10
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>2</b>	
	Customer Service:	<b>2</b>	

	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
<b>REVIEWED BY:</b>	<b><i>Environmental Services Team Leader</i></b>	<b>DATE:</b>	August 2019
<b>CHECKED IN:</b>	Human Resources	<b>DATE:</b>	August 2019
<b>LAST UPDATED:</b>	August 2019	<b>DATE:</b>	August 2019