

**Richard Homewood**

Head of Environmental Services

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Calls may be recorded for training or monitoring

Date: August 2019

Dear Applicant

Thank you for your interest in the role of Environmental Services Assistant at Waverley Borough Council. It is great to have the opportunity to share my thoughts with you about this key role.

The Environmental Services Team deliver the Council's waste, recycling and street cleaning services, work hard to maintain the public realm to a high standard and enhance the local environment for the benefit of the community.

### The Role

This role provides an exciting opportunity for a positive and enthusiastic person to join the Environmental Services team and help to achieve the Council's environmental aims and objectives.

You will be a front line officer within a small team focussing efforts in providing customer service to residents who have queries about their refuse and recycling collections, or the street cleaning service. You will also assist in providing telephone and admin support for the parking team.

The key skills imperative to this role include experience in customer services, excellent written and verbal communication skills, ability to use your own initiative and work well under pressure to manage a variety of customer service queries.

### The Council

Waverley Borough Council is the largest of eleven local authorities in the county of Surrey. The Council has an annual turnover of £60 million, employs over 470 staff and provides more than 120 services to a population of 130,000. These include services such as housing, planning, leisure, green spaces, benefits and council tax, as well as services that come under this post. Our services are delivered either directly by the Council or in partnership with a range of organisations including the private sector, other public sector partners, charities and local and community groups. We achieve excellent performance by working with the organisations best able to help us deliver the highest quality services to our customers and in the case of these environmental

services, Veolia is our main service delivery partner. Despite the pressure on spending across the public sector nationally, Waverley's robust financial platform is enabling us to continue to invest in the future – improving services and growing our skills base.

Waverley has made major strides in developing a culture based on inclusion and communication with both staff and elected members to ensure that there is a strong focus on objectives, performance and outcomes. Customer service and communication are at the forefront of our approach to keeping both customers and staff informed about our priorities and the services we deliver. We employ talented and committed people across a range of disciplines, from strategic thinkers whose role is to plan and map out the future direction for the borough to our people on the front line providing those vital services to our residents. Everyone at Waverley Borough Council is part of an organisation all working towards one ambition, to deliver excellent quality services to our residents.

We know that to keep people we have to invest in them, and so we are delighted to have retained our Investors in People accreditation, a national standard that recognises excellence in how we engage and support our staff. To support staff with improving service delivery we have invested in the latest technology and equipment which provide opportunities to work in a flexible and streamlined way.

I hope that the opportunity of joining Waverley in this key role appeals to you. If you have what it takes to join this high-performing team, we would love to hear from you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Richard Homewood', written in a cursive style.

Richard Homewood

Head of Environmental Services