

DARLINGTON BOROUGH COUNCIL

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Environmental Services Support Assistant
<u>GRADE :</u>	Grade H
<u>JOB EVALUATION NO.</u>	C2457
<u>REPORTING RELATIONSHIP:</u>	Environmental Services Support Manager
<u>JOB PURPOSE :</u>	To support Environmental Services for all services to customers and operational teams by carrying out a range of data retrieval and entry, day-to-day administration and processes, support and daily work allocation of job instructions from various computerised systems.
<u>POST NO.</u>	D13629
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. Support the work of the Head of Environmental Services and the Environmental Services Support Manager ensuring that the Environmental Services operational teams can operate efficiently.
2. Input data and update records both manually and electronically on multiple systems, including for statutory returns, and extracting required information. Where the system generates alerts/flags requiring attention, forward these to the respective service manager.
3. Provide day-to-day administration support covering a wide range of administration tasks.
4. Produce quotes for commercial waste contracts and private works using a standard pricing format or from information supplied by service management (as relevant to quote), provide to customers (internal and external) and arrange charging (external) and re-charging (internal). In addition for commercial waste, issue contract documentation and chase outstanding payments, liaising with the customer over continuation/cancellation of service.
5. Print Requests for Service daily from the customer relations management (CRM) system and print/produce weekly programme sheets and forward both to the relevant operational front line teams. Contact the relevant operational team for any urgent requests for necessary action. Obtain updates on progress/completion of work as needed and update the CRM system with completion details.
6. Provide, update and collate information on work programmes for operational teams, particularly for assisted collection, garden tidy, house clearance, bulky collection, assessments, gullies, trade, etc.

7. Deal with a wide range of enquiries, work requests and complaints, from both internal and external customers, either face to face, or by telephone/email, including:
 - (a) Providing information and taking responsibility for recording customer contact (members of the public, Councillors, Street Champions etc) by entering requests for service on the Customer Relations Management System (CRM) and other various systems. Obtaining all relevant information to ensure the correct detail is recorded for relevant action and provide feedback/resolution to customers where necessary and within the relevant timescale.
 - (b) Making contact with customers/colleagues for confirmation, clarification and to resolve queries to ensure accurate information is provided to the operational teams.
 - (c) Monitoring that requests for service are completed within set timescales, chasing up responsible colleagues as needed.
 - (d) Dealing with customer calls that are escalated from the Council's Customer Services Team.
8. Receive Corporate Complaints and Freedom of Information Requests, respond to standard complaints/FOI requests and forward non-standard to the relevant operational team/manager.
9. Carry out invoicing and take payments for services by card. Reconcile the e-return for card payments taken within the Workshop. Process goods receipts and code invoices as required.
10. Process any hires requested by service managers using the Council's standard procurement system, contact Suppliers and arrange the hire within timescales requested and ensure the delivery/collection is arranged. Obtain vehicle details, reg no etc to arrange insurance for the vehicle and arrange payment when invoices received.
11. Creation of fuel keys for new fleet vehicles and hired vehicles.
12. To monitor the fuel supply of the pumps for the Council's Fleet each week and reorder the required amount to ensure stocks are available for services to run.
13. Ordering and processing of supplies in the absence of the Buyer, including purchasing of goods via credit card/internal purchasing card as and when required
14. Check stock supplies (inventory) for PPE, equipment in stores, general daily/weekly stocks for front line services and inform the Buyer or order requirements, or place with suppliers as appropriate.
15. Issue PPE to staff and log appropriately
16. Update holiday card balances for operational teams on receipt of authorised holiday requests.
17. Administer driving licence checks for operational teams.
18. Assist the Environmental Services Support Manager in the collation and production of statistical information and create/update spreadsheets as necessary.
19. Assist Dog Warden Service by dealing with customers face to face and by telephone taking any payments for release of dogs when requested. In the absence of the Dog Warden,

deal with kennelling of stray dogs that are dropped off by customers and handing over dogs that are being collected by customers.

20. Gather information for refuse/recycling services and general service requirements in relation to new build properties and provide to the Council's website team.
21. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
22. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
23. Carry out your role in line with the Council's Equality agenda.
24. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
25. Any other duties of a similar nature related to this post that may be required from time-to-time.
26. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
27. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Date: July 2018

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All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Experience & Knowledge		
1	Understanding of computer systems and competency in Office Applications e.g. MS Word/Excel and office packages	E	
2	Previous clerical experience and knowledge of clerical systems and procedures	E	
3	Approximately one years experience of working in an office based role or in a customer-orientated role related to service provision		D
4	Experience of dealing with enquiries from a wide range of people	E	
5	Experience of computerised data input and extracting data from databases/spreadsheets	E	
6	Experience of using a computerised Customer Relations Management system or other bespoke systems		D
7	Experience of ordering and invoicing		D
	Skills		
8	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals	E	
9	Ability to prioritise own work and meet deadlines	E	
10	Ability to work to a high degree of accuracy with attention to detail.	E	
11	Ability to work on own initiative and successfully as part of a team	E	
12	Able to deal with invoices in accordance with council procedures and carry out relevant audit requirements	E	
13	Ability to demonstrate customer care skills and ability to take ownership for resolution of enquiries	E	
14	Ability to effectively listen and communicate verbally, to a range of audiences, including ability to explain complex issues clearly.	E	
15	Ability to effectively interpret written communication and respond in the most appropriate format.	E	
16	Ability to deal with difficult customers in stressful situations, whilst remaining professional and calm	E	
17	Ability to handle sensitive or confidential information.	E	

18	Able to deal confidently with members of the public, colleagues, members and external organisations	E	
Personal Attributes			
19	Committed to high standards of customer service	E	
20	Able to handle stray dogs for kennelling on drop off at the Council Depot and then on collection by customers	E	
Special Requirements			
21	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is currently 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 31 days plus 8 public holidays. Youth & Community Workers entitlement is 30 days plus 8 public holidays, increasing to 35 days with 5 years continuous service.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working for equality. Applications are welcomed from all persons regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity provided they have the necessary attributes to do the job.

Part time applications

Part time applications will be considered for all posts. Further details should be sought from the recruiting manager.

Payment of Wages and Salaries

Salary paid into bank account on the last working day of the month. Casual employees are paid monthly in arrears. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a Disclosure and Barring Service (DBS) check. If this is the case an appropriate statement will appear in the recruitment advertisement.