



# South Tyneside Council

## REGENERATION AND ENVIRONMENT

### JOB DESCRIPTION

**POST TITLE:** Waste Services Co-ordinator

**GRADE:** Band 4

**RESPONSIBLE TO:** Service Leader

#### Overall Objectives of the Post:

To contribute towards the provision of a high-quality Commercial Waste Service by providing support to the Waste Service. This will include undertaking a selection of specialist tasks and responsibilities.

#### Key Tasks of the Post:

**1. You will be responsible for delivering a high quality, customer focussed service. You will:**

- Provide excellent professional admin support that is highly valued by our team, residents (and also trade customers when necessary).
- Deal efficiently with feedbacks and correspondence, ensuring urgent matters are promptly referred and dealt with, including preparing responses and replying as appropriate.
- Undertake routine admin duties which will include contacting members of the public via email and telephone to resolve queries.
- Process requests for annual leave and ensure that records are kept up to date and accurate at all times.
- Process and maintain accurate records of paybacks and catch up days worked and ensure that those who have not worked them are flagged to the Service Leader.
- Assist with sickness record keeping and personal data maintenance.
- Maintain PPE stock control and order supplies as and when necessary.
- Assist with any ad-hoc tasks such as updating of beat lists, entering information onto CRM, scanning documentation, maintaining clocking in and out system etc.
- Plan and organise your workload ensuring work is completed to a high standard, on a timely basis.
- Make a positive contribution to team working.
- Maintain computerised/manual records and provide information to management, as and when required.
- Assist other members of Waste Services with specific duties, as and when required.

**2. You will consistently demonstrate the personal qualities and behaviours required of a Waste Services Co-Ordinator. You will:**

- Lead by example in reflecting the Councils values of respect and dignity in the daily contact with staff, partners, stakeholders and customers.
- Take responsibility and accountability for your own performance.
- Consistently strive towards improving the quality of the service being delivered.
- Treat team members, customers and colleagues with respect and dignity.
- Work in a positive and co-operative manner with other members of the Team.
- Contribute positively to team meetings.
- Maintain confidentiality at all times.

**3. You will be responsible for making a corporate contribution. You will:**

- Assist in ensuring that all policies, practices, legislation and codes of practice are adhered to.
- Ensure that information is properly communicated.
- Be committed to equality and diversity policies.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: GB/KDS

Date: 06/11/2020