Job Summary

Post Title	Waste Services Support Officer	**Pay Grade**	G5
Service Area	Southern Waste Team	**Line Manager**	Southern Waste Business Manager
Location	High Wycombe	**Job Family**	Business Support and Information BSI05O
DBS Check Required?	No		

Section 1: Job Purpose and Job Context

The role is responsible for delivering day to day waste support services, handling of formal complaints, information management and data analysis for the Waste Teams. The role holder will organise information and provide support within the Waste Teams including processing service requests which arrive through the Council's CRM and formal complaints received via inboxes. This will include interrogating third party websites, working with stakeholders and processing financial transactions to achieve a good customer service. The purpose of this role is to deliver a high-quality customer casework service relating to telephony and other channels of customer contact, aiming to provide an efficient and accurate service. Working in a fast paced and performance driven environment the role holder is required to provide support across the Waste Team and be flexible and adaptive to changing situations.

Section 2: Main Responsibilities and Duties

- Dealing with any customer enquiries, complaints, compliments and service requests relating to the Waste Team. This will include some investigation of underlying causes to ensure repeat mistakes are not made.
- Work closely with Councillors and other stakeholders to resolve issues and complaints.
- Processing service requests and service reports within the Waste Team, identifying best practice and efficiencies with regards to waste support.
- Responsible for handling formal Complaints received via the Buckinghamshire Council's Compliments and Complaints Team, Members Enquiries and Customer Services within Waste Services in a timely and accurate way.
- Liaise internally and externally to share clear and accurate information / findings via the most appropriate channel to ensure awareness of key issues when responding to enquiries and complaints.
- Analysing reports and trends coming through the Customer Service and Compliments and Complaints Team platform to the Waste Team with regards to contractors' performance and casework.
- Identifying and reporting requirements for Waste Services, to support the production of performance reports and corporate performance indicators.
- Proactively using report data to inform Contractor Managers and supervisors of trends and emerging issues.
- Plan and organise work to efficiently deliver specialised waste complaints information and business support activities. Make day to day decisions in response to operational issues, accommodating changes to priorities. Provide support to Business Manager in daily scheduling of workload, escalations and presentations.
- Provide specialist waste complaints advise and support to colleagues and customers on use of systems, processes etc. Resolve most issues or recommend alternative course of action if unable to provide a direct solution. Action escalated or complex issues from internal and external customers.
- Schedule and arrange meetings, take minutes and organise events as required.
- Proactively identify and use appropriate methods to effectively obtain, collate and efficiently organise data / information for inclusion in documentation, e.g. focus groups, surveys etc. Maintain all required records.

- Process payments, petty cash and other financial transactions within authority levels. Complete financial transactions such as: raising and payment of purchase orders, limit orders, invoices, recharges and journal transactions using the SAP financial system

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: Knowledge, Skills and Experience (taken from role profile)	**Job Specific Examples**	**Essential**	**Desirable**
Experience of working in a customer services environment.	Experience of working in a customer services environment. Including proven ability to speak with and write to customers and members of the public in response to enquiries	✓	
Experience of delivering administration support to a department	Proven ability to arrange meetings, circulate paperwork etc. Proven ability to work effectively through casework.	✓	
Experience of dealing with difficult customers and achieving effective resolution to problems.	Proven ability to deal with difficult customers and achieve effective resolution to problems	✓	
Experience of managing Complaints.	All corporate waste complaints for southern waste team ensuring complaints are responded to in time and to a high quality. Proven ability to keep records of complaints.	✓	
Understanding of Waste services	Either as direct service delivery or contracted out services.		✓
Good planning and organisational skills,	Proven ability to respond to complaints	✓	

with proven ability to prioritise workloads, monitor and evaluate work, to ensure deadlines are achieved	within SLA and achieve high quality response. Where possible ensuring complaints aren't repeated by getting it right first time. Proven ability to organise and prepare responses to VIP waste cases and other case work from Members and similar		
Excellent written and verbal communication skills.	Proven ability to communicate via email, letter or similar. May involve direct contact with members of the public including dealing with challenging situations where influence is needed.	✓	
Proven ability to build relationships	Working with contractor and colleagues to achieve complaints / customer fulfilment objectives.	✓	
Some financial experience	Proven ability in receiving and processing cash / cheques / card transactions.	✓	
Excellent ICT skills including use of Microsoft applications and specialist systems	Proven experience of an IT user including word processing, spreadsheets, powerpoint, email and web based applications. Including Power Bi	✓	
Numerate and accurate with good attention to detail	To ensure all complaints are fully responded to.	✓	
Qualifications		**Essential**	**Desirable**
Educated to NVQ 4 / HND / BTEC standard or equivalent.		✓	
Other Requirements		**Essential**	**Desirable**
Politically Restricted Post The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor. There are broadly two categories of restricted posts: Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.		N/A	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.