

RUGBY BOROUGH COUNCIL

JOB PROFILE

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| Post No. | 50780 |
| Post Title: | Administrative Assistant |
| Unit/Team: | Works Services Unit |
| Grade: | Grade C |
| Service: | Operations & Traded Services |
| Reports to: | Environment & Waste Services Senior Contract Officer |
| Issue Date: | March 2024 |

PURPOSE OF THE JOB

To provide clerical and administrative support to the Waste and Transport Manager and the WSU Management Team.

To provide a range of administrative duties in connection with all the functions conducted by the Works Service Unit

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 To provide efficient and effective clerical and administration support.
- 1.2 To provide reception duties, booking in/out visitors and ensuring awareness of depot Health and Safety procedures.
- 1.3 To take, record and retain, information on complaints, requests for services, enquiries, and compliments, from the public, customers, other officers, and Councillors.
- 1.4 To record accurate and timely crew completion times and allocate assistance where necessary.
- 1.5 To deal with incoming mail via a range of different mailboxes/hand delivered, distributing to relevant teams, attaching response/ times and relevant information.

- 1.6 To assist with the preparation of Managers reports, briefing notes etc for submission, including daily sickness absence reports, return to work paperwork, issuing daily paperwork to crews and recording work allocation.
- 1.7 Preparation of correspondence.
- 1.8 To provide excellent customer service including answering telephone calls, answering emails. dealing with queries from crews, the Contact Centre, Councillors, and members of the public.
- 1.9 To manage the weighbridge system and issue appropriate paperwork and reports, setting up of new vehicles and adjusting where necessary.
- 1.10 To develop and maintain a level of up-to-date knowledge and systems used as appropriate to the role and the refuse, recycling and garden services delivered by the WSU.
- 1.11 To record allocation of stock, stock replenishment and awareness of excessive distribution including PPE
- 1.12 To maintain accurate storing of paperwork according to legal requirements.
- 1.13 To participate in all training and development activities necessary to fulfil the role.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 To maintain effective recording of sickness, leave, training courses etc, for WSU Management Team.
- 2.2 To maintain and update as required the electronic monitoring systems.
- 2.3 To assist the management team with the general day to day running of the office.
- 2.4 Any other reasonable duties commensurate with the grade of the post
- 2.5 To work within Health and Safety legislation as it applied to the service and ensures compliance with the Health and Safety at work Act, the Council's Safety Policy, and Departmental Safety Policies.

3. SUPERVISORY RESPONSIBILITIES

None

4. FINANCIAL RESPONSIBILITIES

None

5. RESPONSIBILITY FOR ASSETS AND DATA

All databases and equipment used to perform the duties of the role.

6. EXTENT OF PUBLIC CONTACT

Whilst there may be some limited contact with members of the public, this is an internal service dealing with other Council services and outside bodies using different technologies e.g. phone, email Internet.

7. WORKING CONDITIONS AND ENVIRONMENT

The post is based at the Work Services Unit.

Post holder will be expected to arrange their working pattern to reflect the needs of the service, this includes occasional weekends and bank holidays on a rotational basis.

8. CORPORATE RESPONSIBILITIES

All staff must act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti- Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Procurement and Contract Management
- Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager.

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.



Signed as agreed:

Postholder

Date

PERSON SPECIFICATION

Post: Administration Assistant (WSU)

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria.'

| Criteria | Essential/ Desirable | Method of Assessment |
|--|-------------------------|-------------------------|
| Previous experience within an office environment | E | I |
| Excellent customer service skills | E | A, I |
| Computer literate, competent in the use of all Microsoft office packages especially Excel, Word, and Outlook. | E | A, I |
| Effective written and oral communication skills | E | A,I,T |
| A commitment to work within our CAN DO values. | E | A, I |
| Confident and resilient when dealing with difficult situations | E | A, I |
| Able to adapt to change and demonstrate a flexible approach to work, including early start times, working weekends and bank holidays when required | E | A,I |
| Experience of team working | E | A,I, R |
| Excellent organisational skills with the ability to dealing with competing priorities. | E | A, I |
| Previous experience within the waste industry | D | A, I |
| NVQ in Administration | D | D |

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|--|---|
| Application | A |
| Interview | I |
| Test (written, presentation, practical – e.g. word processing) | T |
| References | R |
| Documentary – e.g. certificates | D |