

## Job Profile comprising Job Description and Person Specification

### Job Description

|  |   |
|--|---|
| <b>Job Title:</b><br>Administrative Support Officer (Waste and Street Cleansing)           | <b>Grade:</b><br>Scale 6                                  |
| <b>Section:</b><br>Waste and Street Cleansing  | <b>Directorate:</b><br>Environment and Community Services |
| <b>Responsible to following manager:</b><br>Waste and Street Cleansing Contract Supervisor | <b>Responsible for following staff:</b><br>Not applicable |
| <b>Post Number/s:</b><br>RWE9726   | <b>Last review date:</b><br>December 2024                 |

#### Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

The post will form part of a small team of staff providing administration support across the Waste and Street Cleansing team. The post holder will be required to carry out a range of detailed financial and administrative functions to support and facilitate the day to day operation of services within the division, providing support to ensure that corporate process and procedures can be satisfied efficiently and effectively.

#### Specific Duties and Responsibilities

1. Carries out budget administration and other administrative duties across the Waste and Street Cleansing service as required.
2. Assists divisional senior officers with effective budget maintenance by carrying out financial administration and data inputting, ensuring that all necessary processes and procedures are carried out in a timely and effective way, including ordering, invoice payment, recharges, setting up of new codes and vendors and checking of charges received.
3. Facilitates effective completion of HR routines for the division by assisting divisional senior officers with routine administration duties linked to recruitment, retention, training / development and absence management and ensuring confidentiality, as required, with such matters.
4. Updates and maintains databases to meet service needs, ensuring information is entered consistently, accurately and in line with any statutory requirements. Triaging cases passed to Officers ensuring response deadlines are met.
5. Maintains both manual and electronic records, including confidential records, taking minutes, filing documents, accurately recording information and archiving files in a standard format. To assist in the development of effective administrative processes and systems.
6. Act as first point of contact for various enquiries including Members Express, private graffiti cases and
7. Provide admin support and cover for the Commercial Waste Service as required during peak times and holiday periods.
8. Manage orange event litter bin bookings triaging cases and liaising with officers and contractors to ensure service delivery within the required timeframes and deadlines.
9. Undertakes project and support work as specified by the Waste and Street Cleansing Contract Supervisor.
10. Deals effectively with internal and external customers, including routine enquiries from members of the public, including face-to-face, incoming communications e.g. general telephone call handling, emails, and resolving general enquiries at first point of contact wherever possible.
11. Takes responsibility for monitoring and maintaining regular stationery supplies, as required, purchasing goods and services adhering to financial regulations and processing orders/invoices through to payment and delivery using established IT systems.



12. Produces and presents information, as requested, in a format that supports senior officers and colleagues in their day to day management of services.
  
13. Responds to all tasks, duties, enquiries and other statistical and informational requests in accordance with corporate guidelines, process and procedures.

### **Generic Duties and Responsibilities**

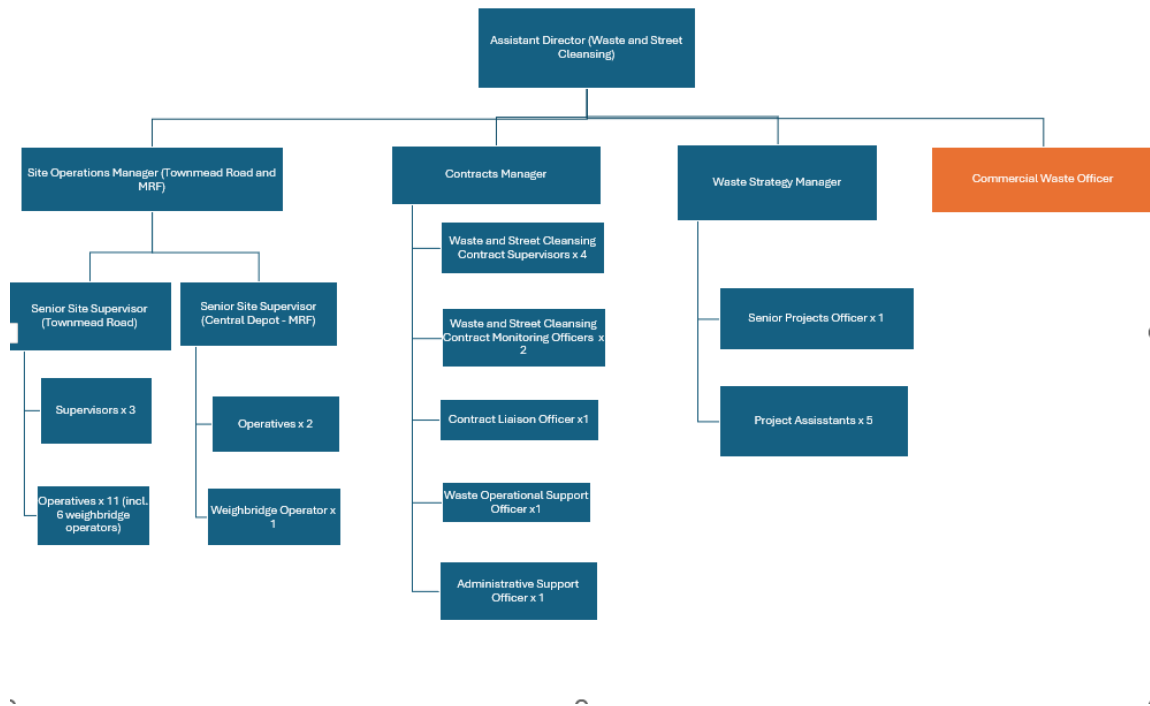
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### **Additional Information**

- The post-holder will be required to undergo a Disclosure & Barring Service (DBS) check.
- The post-holder is required to work in different council buildings as required, the Civic Centre and Central Depot, Twickenham, and the Town Hall, Wandsworth.
- The post-holder will be required to travel around and outside the borough to attend training courses or other work-related activities.

- The post-holder must take personal responsibility to ensure work is of a high standard.

### Team structure



## Person Specification

|   |  |
|---|--|
| <b>Job Title:</b> Administrative Support Officer (Waste and Street Cleansing) | <b>Grade:</b> Scale 6                                  |
| <b>Section:</b> Waste and Street Cleansing                                    | <b>Directorate:</b> Environment and Community Services |
| <b>Responsible to:</b> Waste and Street Cleansing Contract Supervisor         | <b>Responsible for:</b> N/A                            |
| <b>Post Number/s:</b> RWE9726   | <b>Last Review Date:</b> December 2024                 |

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

| Person Specification Requirements  |           |           | Assessed by<br>A/I/T/C<br>(see below for<br>explanation) |
|--|-----------|-----------|--|
| Knowledge  | Essential | Desirable | Assessed   |
| Knowledge of using Excel and databases in a work environment                         | X         |           | A/I  |
| Awareness of budgetary controls and the need to keep accurate records                | X         |           | A/I  |
| Working knowledge of developing and maintaining record keeping systems and processes | X         |           | A/I  |
| Knowledge of developing effective administrative processes and systems               | X         |           | A/I  |
| Able to provide advice and explain processes to others                               | X         |           | A/I  |
| Working knowledge of service standards, targets and deadlines                        | X         |           | A/I  |

| <b>Experience</b>   | <b>Essential</b> | <b>Desirable</b> | <b>Assessed</b> |
|---|------------------|------------------|-----------------|
| Current experience of using standard PC software (Microsoft applications), data entry, electronic financial systems and other internal systems. | X                |                  | A/I             |
| Evidence of working collaboratively between teams, departments and agencies.  | X                |                  | A/I             |
| Experience of working at a senior level in an administration or customer service environment.   |                  | X                | A/I             |
| Experience of working in an environment where confidentiality is required   |                  | X                | A/I             |
| <b>Skills</b>   | <b>Essential</b> | <b>Desirable</b> | <b>Assessed</b> |
| Ability to work as a flexible team member and also, independently, using own initiative   | X                |                  | A/I             |
| Ability to demonstrate attention to detail by producing work that is accurate and on time   | X                |                  | A/I             |
| Effective written and interpersonal skills to deal with internal and external customers in a sensitive manner                                   | X                |                  | A/I             |
| Organised, methodical approach to duties with the ability to prioritise   | X                |                  | A/I             |
| Proven numeracy skills  | X                |                  | A/I             |
| <b>Qualifications</b>   | <b>Essential</b> | <b>Desirable</b> | <b>Assessed</b> |
|   |                  |                  |                 |
|   |                  |                  |                 |
|   |                  |                  |                 |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**