

SUPPORTING INFORMATION FOR THE POST OF

Green Waste Collection Service Advisor

Temporary positions

Full Time Posts 24.2.2020 – 3.4.2020

Part Time Posts (18 hours) 24.2.2020 – 3.4.2020

January 2020

Dear Applicant

Vacant Post: Green Waste Collection Service Advisor

Thank you for your interest in the above post. I hope the enclosed information will encourage you to apply for this position. You would be joining us at a very exciting time with the Council leading on a number of service delivery initiatives.

I enclose an application pack, which includes: Generic Role Profile and main terms and conditions.

Please ensure that you complete all sections of the application form fully. CVs are not accepted. When filling in your application form, please study the generic role profile carefully. If you do not demonstrate on the form that you fulfil the criteria for the position, you are unlikely to be successful in your application.

Closing date for applications is 6.2.20

Interviews will be held on 11.2.20

Yours faithfully

Kim Bollons
HR Advisor

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Copy of Advertisement

Generic Role Profile

Main Terms and Conditions

Customer Service Centre

Green Waste Collection Service Advisor

£9.18 per hour

(Various temporary contracts)

Our Customer Contact Centre in Sleaford currently handles approximately 15,000 telephone calls per month. We also receive approximately 180 customers in person each day at our main office at Sleaford and our INFO-LINKS office at North Hykeham.

We are committed to a customer focused workforce. You will have the right attitude and a passion for customer services. We can then develop your knowledge and skills to deliver a great customer experience. You will already have experience of working in a customer facing role. You will need to have the ability to use modern technology accurately and be able to work to processes.

Closing date for applications is 6.2.20

Interviews will be held on 11.2.20

The process will include both a formal and informal interview and role play. There will also be a requirement to undertake an IT test.

POST TITLE: Green Waste Collection Service Advisor

Business & Operational Support A1 – Generic Role Profile

JOB PURPOSE:

- To support delivery of an efficient and effective service and to contribute to the priorities and ambitions of North Kesteven District Council

PRINCIPAL DUTIES & RESPONSIBILITIES:

- Operate routine practical tasks according to clear and established instructions or processes that support the operation of a service area
- Ensure service-specific work is completed daily on time and to an appropriate standard
- Carry out administrative and/or support activities to contribute to the smooth running of the service
- Resolve first line problems, referring to a more senior officer if necessary
- Receive and respond to general enquiries from customers (external and/or internal), referring requests outside of one's own knowledge base/responsibility to the appropriate person/area in order to provide an efficient and effective service
- Monitor and maintain a safe working environment for self and others
- Promote a positive image of the service area and the Council as a whole
- Ensure effective communication with Councillors and team members at all levels
- To lead by example by embracing and living the organisation's values and behaviours
- To undertake such other duties as may be determined from time to time, within the General scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder

KNOWLEDGE, SKILLS & EXPERIENCE:

- Prior broadly related work experience and/or equivalent NVQ level
- Numeracy, literacy and IT skills as appropriate
- Familiarity with standard office software packages as appropriate
- Good working knowledge of relevant health and safety policies and procedures

OUR COMMITMENT:

NKDC is a people-focussed, honest and high-performing organisation, which utilises teamwork to deliver a professional service to our customers and partners and in making positive contributions in support of a District of Flourishing Communities.

All our employees are supported to manage their workload, take responsibility, be proactive about their own development, to work effectively with others, and to meet our customers' needs; and where relevant are supported to be effective managers and leaders. We expect all employees and volunteers to comply with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1974, the Council is

Health and Safety Policy, and any specific Council policies as appropriate to their role.

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all employees and volunteers to share this commitment. All employees who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

We work closely with Union representatives to help ensure approaches and solutions adopted are fair and equitable across our workforce. All employees have the right to join a trade union and to take part in its activities. All employees also have the right not to belong to a trade union.

MANDATORY JOB REQUIREMENTS:

None

SPECIFIC ROLE DUTIES:

- Ability to learn basic procedures in services provided.
- Attention to accuracy and detail.
- Computer literate with effective I.T skills and keyboard skills.
- Tactful, diplomatic with a confident, friendly personality and a customer focused attitude.

MAIN TERMS AND CONDITIONS OF APPOINTMENT

A copy of the generic role profile is attached.

SALARY

Salary is £9.18 per hour

OFFICE HOURS

37 or 18 hours per week on a rota basis, subject to change.

CAR ALLOWANCE

A casual car allowance is payable for journeys to locations outside of designated work locations.

HOLIDAYS

The annual holiday entitlement is 24 days (29 days after 5 years' continuous service in local government) plus a further 8 Bank and Public holidays – which will be pro rata for the duration of the contract.

SICKNESS

Subject to certain qualifying criteria, you will receive your normal pay when you are off sick.

Health Scheme

Subject to certain qualifying criteria, you will receive membership of a Cash Plan Health Scheme

Pension

This is a Local Government Pension Scheme

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CUSTOMER SERVICES IN NORTH KESTIVEN DISTRICT COUNCIL

Background Information

The Council provides a wide range of services within an area that covers 356 square miles. A number of initiatives have been identified to support our public in accessing our services easily including:

- The development of a network of Community Access Points throughout the district that will provide access to Council information and services within a 5 mile radius of residents' homes.
- Establishing a single point of contact for telephone and personal callers at the Council Offices. This involves a dedicated team of staff dealing with a broad range of enquiries at the first point of contact.
- The development of an interactive Council Website that allows customers to undertake electronic transactions with the Council.
- Joining up services with other public and voluntary organisations to provide a single point of contact for the customer.

Customer Services Centre

All our Customer Services Advisors have been trained on the our CRM system (Customer Relationship Management) and are now being trained across all service areas to undertake all customer focussed duties either by telephone or face to face.

Community Access Points

In providing access to services within a five mile radius of peoples homes the Council has established an INFO-LINK office at North Hykeham and Local Access Points at Bassingham, Billingham, Heckington, Metheringham, Navenby, Skellingthorpe, Waddington and Washingborough.

You will be joining a focussed team dedicated to improving customer services. Access to services is a priority area for development in the Council's plans. To work towards achieving our ambitions the successful candidate will have an important role to play in implementing our project plan for customer services, supporting our community access points and developing the customer focus throughout the Council.