

POST TITLE	OPERATIONAL SUPPORT ASSISTANT
DIRECTORATE	PLACE
SERVICE	NEIGHBOURHOOD ENVIRONMENT SERVICES
RESPONSIBLE TO	TBC
NUMBER OF POST HOLDERS	5
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

To provide high quality technical and business support across the Neighbourhood Environment Services area by ensuring that internal systems are continuously monitored and are updated with operational information. Ensure changes to customer facing systems are maintained to ensure accurate and up to date information. Undertake a range of business support tasks across the wider service area to support operational delivery.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Interrogate appropriate systems and run ad hoc operational reports to support frontline service delivery and highlight where immediate action or rectifications are required.
- Point of contact for road works, reviewing impact and ensuring impact on operations and customers is minimised.
- Receive information from frontline crews/Supervisors and ensure relevant systems are updated accordingly.
- Extracting performance reports from systems and circulating to relevant parties (eg tipping reports, position statements).
- Monitor performance dashboards and pass to Supervisors to take corrective action, particularly where an issue might be at risk of breaching Service Level Agreements.
- Monitor systems for route completion and pass to Supervisors/Area Managers/Communications team for any necessary action (including looking at fill rate data in communal and litter bins).
- Monitor live telematics systems and highlight any issues to Supervisor/Area Manager as required.
- Where appropriate to run daily collection routes and ensure these are presented to Operational Managers as required for contingency planning.
- To work with depot managers and supervisors to manage enquiries and complaint information to ensure that customer commitments are allocated correctly and addressed within agreed timescales and systems are updated (eg Confirm).
- Monitor crew reports and un-serviced streets and taking appropriate action.
- To contact customers to discuss enquiries/issues that have been raised (eg wrong calendars or assisted collections) and ensure appropriate systems updated and, where necessary provide written communication to customers.
- Device management – assist supervisors to ensure all devices and cradles are operating, troubleshooting initial issues and escalating more complex problems.
- Collate monthly information from Fleet colleagues on vehicle utilisation and ensure distribution to stakeholders.
- Undertake business as usual and ad-hoc business support requests from managers to support the service which will include but not be limited to providing support at meetings, ordering of general office and safety supplies, oversight of and actions relating to generic email boxes.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- HNC in a Business, Waste Management or Environmental Management related field or equivalent experience or expertise.
- A high level of IT literacy and ability to use a range of systems
- Excellent problem solving skills.
- Excellent attention to detail for data management
- Ability to undertake analysis and commentary on business performance
- Normally be working within agreed procedures, processes or briefs. When required, will deploy creative solution skills to a task to achieve the agreed outcome.
- Analyse and interpret a wide range of data to evaluate service effectiveness and the achievement of planned outcomes and benefits.
- Contact with staff across the services on a daily basis up to middle management level to discuss requirements of performance reports and indicators.
- Highlight areas where performance related issues are identified although final decision responsibility will lie with their manager.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Required to prioritise their own workload, respond in a timely manner to information requests for service information and any business support requests.
- Will receive work allocated but will also be expected to be pro-active in finding performance solutions to enhance business productivity.
- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.
- Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.'
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The post holder has no line management or supervisory responsibility.

RESOURCES

- The post will be responsible for a range of office equipment and will update and maintain data.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others

including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).