**ROLE SPECIFIC CRITERIA**

This document needs to be read in conjunction with the role profile.

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| **Post Title:** | Business Waste & Recycling Officer |
| **Role Profile Name:** | Business Support IV |
| **Role Profile No:** | RP006 |
| **Role Profile Cluster:** | Administration |
| **Date:** | 07/02/25 |
| **Specific Qualifications & Level:** |
| Education: A level qualification or equivalent or relevant experience. |
| **Specific Knowledge & Experience**:  |
| **Knowledge of working in a business support role within an operational environment.** |
| **Professional Memberships:** |
| **None** |
| **Additional Duties Specific to this Role:** |
| Be the first point of contact for our business waste and recycling collection and disposal customers. Lead and manage the business waste and recycling service administrative functions.Liaising with customers, arranging the setup of new or existing business waste collection arrangements and contracts.Liaise with weighbridge account customers arranging set up of contract agreement, finance credit checks ensuring set up on weighsoft and agresso debtors.Be responsible for input of information onto business waste multiform systems for miss collection reports and complaints. Liaise with relevant officers administer and monitor progress on all complaints received in connection with business waste & recycling services including, ensuring complaints are dealt with promptly and effectively and produce technical reports as required. Maintain customer annual duty of care returns updating system to ensure customer is compliant with legislation.Maintain weighbridge customer details - waste carrier licence and SIC codes on weighsoft.Maintain and update customer contact details and contract information onto in-cab mobile technology. Arrange annual price increase notification to all business waste disposal and collection customers. Raise customer debtor invoices and internal journals on corporate finance system on a monthly, 6 monthly basis or monthly interface for direct debit customers.  Monitor outstanding debt and work with corporate team to clear all outstanding debt. Be able to take telephone card payments and resolve any queries related to such payments.Provide financial information and reports to the team using the financial management system (Agresso) and prepare financial analysis as required. Maintain stock levels of business waste sacks, stickers and garden waste sacks. Raising purchase order with supplier.Undertake general administrative duties for the Strategy & Contracts Team including diary management, word processing, filing, stationery ordering, welcoming guests, message transmission etc take notes at meetings as required to ensure a high quality of service is delivered.To assist the team in delivering promotional activities such as trade events, sales and open days. |
| **DBS:** | **n/a** | **Basic** | **Enhanced** |
|  | X |  |  |
| **Politically Restricted:** |  |  | **No** |
| **Specify why (refer to guidance):** |  |
| **Any Other checks – please specify:** |  |
| **Driving Licence:** |  |  | **No** |
|  |
| **Standby/Callout:** |  |  | **No** |
|  |
| **Budget Responsibilities: No** |
|  |
| **Revenue Budget:** | **£:** | N/A |
| **Income Target:** | **£:** | N/A |
| **Expenditure:** | **£:** | N/A |