



## Job Profile

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<b>JOB TITLE:</b>	NYGL Customer Support Apprentice
<b>GRADE:</b>	Apprentice TBC, Point 1
<b>POST NO:</b>	29938
<b>JOB TIER:</b>	5 (non-management)
<b>DBS:</b>	N/A
<b>DIRECTORATE:</b>	Place
<b>DEPARTMENT:</b>	Waste Services

### REPORTING STRUCTURE

<b>Reports to:</b>	NYGL Civic Amenity Site Supervisor
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None

### ROLE PURPOSE:

We are currently seeking a motivated and enthusiastic individual to join our team as a Customer Support Apprentice Level 3. As a Customer Support Apprentice Level 3, you will play a pivotal role in delivering exceptional customer service and ensuring the smooth operation of the Harefield Civic Amenities Site. Your primary responsibilities include assisting the public in the correct disposal of waste to enhance the Council's recycling rates. This involves diverting waste to the designated recycling bays within the site. Additionally, you will be responsible for the operation of the weighbridge, utilizing associated software, and managing chargeable rates for materials accepted on-site.

## A. Job Description

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## 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## 2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

## 3. Operational Service Delivery

- To clear and load waste and recyclables for disposal and processing.
- Control site traffic flows to maximise access to site recycling facilities and provide safe working environment for staff and site users.
- Direct and encourage site users to recycle their waste wherever possible.
- Act as Banksman for site plant machinery as well as contractors and waste vehicles.
- Sweep and clean site roads, adjacent public highway, operational areas, mess room and toilet facilities.
- Work directly with members of the public and trade waste customers to maximise the diversion of waste from landfill and collect the highest proportion for recycling.
- Immediately report any accidents or incidents to the supervisors and complete any associated paperwork.
- Liaise with Site Manager and / or supervisors regarding the ordering of bulk transport for both recycling and waste disposal operations.
- Ensure loads of materials separated for recycling are free from contamination.
- Assist in the physical control of items collected by Council services, including Street Cleansing, Special Collections and other waste collection services to maximise the diversion of waste from landfill and collect the highest proportion for recycling.
- Comply with statutory legislation, Council and departmental standing orders, instructions and resolutions.
- Comply with conditions of the site permit issued by the E.A.
- Learn and operate the weighbridge system and operate on an agreed basis as stipulated by your manager/supervisor.
- Ensure recording of trade waste and all other waste streams going over the weighbridge is accurate and reflects the waste being brought in.
- Check that all Council staff, contractors etc wear appropriate personal protection equipment at all times and have due regard to all health and safety standards as set by the Council.
- Ensure you wear all appropriate personal protection equipment at all times.
- Ensure site is neat and tidy at all times particularly at the end of the day, including the weighbridge office, mess room etc

## 4. Service Planning & Development

- Via day to day contact with supervisor/manager ensure you have an understanding of team targets and key performance indicators.
- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Attend / undertake all appropriate training courses and seminars as required.
- Control site traffic flows during loading operations.
- Aid in the storage and physical control of the bulk bin operation and repair function at Civic Amenity Site.

## **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working i.e. taking care of all protective clothing.

## **6. Service Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

## **7. Contacts**

- Internal – council staff and colleagues at all levels
- External – Residents and Traders within the London Borough of Hillingdon, Service Users.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## **9. Key Performance Indicators**

- Completion of daily task, recognising the need to be flexible in the hours worked.

# **B. Person Specification**

Customer Support Apprentice

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This person specification will be used for recruitment to the Waste & Recycling Project Apprentice vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
GCSE/Level 2 Maths and English (Grade C or or equivalent)  <i>(If the above requirement cannot be met, you must demonstrate in your application the ability/willingness to complete Functional Skills English and/or Maths at the required level before the end point assessment)</i>	<input type="checkbox"/>	
A minimum of 2 A levels	<input type="checkbox"/>	
Willingness to study towards relevant qualification	<input type="checkbox"/>	
An equivalent or higher qualification in the profession (Project Management) cannot be held.	<input type="checkbox"/>	
REQUIREMENTS	ESSENTIAL	DESIRABLE
Being physically able to be on your feet for 8 and day.	<input type="checkbox"/>	
Passionate about environmental issues	<input type="checkbox"/>	
Interest in developing a career in the field of Waste Recycling / Environmental Services	<input type="checkbox"/>	
Being physically able to manual handle heavy items.	<input type="checkbox"/>	
Ability to work a shift pattern	<input type="checkbox"/>	
Access to own vehicle for work purposes		<input type="checkbox"/>
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working in a large waste service facility		<input type="checkbox"/>
Experience of working for Local		<input type="checkbox"/>
Prior knowledge and understanding of the industry		<input type="checkbox"/>
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Competent user of ICT including word, excel and	<input type="checkbox"/>	
Good understand of Health and Safety matters as apply to the Civic Amenity sit		<input type="checkbox"/>
Able to identify waste types.		<input type="checkbox"/>
Confident in liaising with members of the public other stakeholders	<input type="checkbox"/>	
High quality telephone manner and written skills showing ability to communicate information politely, and effectively	<input type="checkbox"/>	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	□	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	□	
<b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	□	
<b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	□	
<b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery taking responsibility to ensure quality service provision.	□	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability knowledge by promoting and supporting developmental	□	