



Job Profile

JOB TITLE:	Associate Project Manager Apprentice - Waste Services
GRADE:	Apprentice Level 4, Point 1
POST NO:	26886
JOB TIER:	5 (non-management)
DBS:	Standard
DIRECTORATE:	Resident Services
DEPARTMENT:	Waste Services

REPORTING STRUCTURE

Reports to:	Business Development Team Leader
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

This apprenticeship is a placement for an Associate Project Manager Apprentice for up to 24 months.

The associate project manager apprentice will provide administrative support to all operational aspects of the commercial waste and recycling service. They will liaise with members of the public, internal and external stakeholders, suppliers, customers and partnership organisations on a regular basis.

As an active member of the Commercial Waste & Recycling team the Associate Project Manager Apprentice will aim to resolve all queries first time but will escalate to senior members of the team when necessary. The associate project manager apprentice will

identify areas for improvement and growth within the service and both support and lead on development projects.

A. Job Description

1. People Management

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

2. Customer Management / Care

- Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council's vision of delivering an efficiently run commercial waste service to maximise savings.
- Dealing with internal and external customers, residents and members of the public, elected members, senior managers, staff across the council and outside bodies.
- Respond to customer queries and escalate issues to senior managers as necessary.
- Commitment to the highest level of service delivery.

3. Operational Service Delivery

- Provide administrative support to ongoing operations within the service. Manage databases, CRM and produce reports within a timely manner.
- Promote excellent customer service by effective handling of telephone enquiries, face-to-face discussion or at meetings.
- Assist with invoice preparation, reconciliations, and monitoring of expenditure.
- Monitor equipment and stock and follow Council processes to ensure that the necessary items are available as needed.
- Providing support and cover for office-based members of the Commercial Waste & Recycling team.
- Assist the team with all filing, scanning and administrative work as required.
- Communicate complex technical information in a clear easy to understand manner for all stakeholders.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Collate and review statistics to monitor existing services and performance.
- Carry out research and provide evaluation of alternative services and improvements to existing services.
- Assist with approved projects with varying levels of responsibility to support the Councils goals of increasing recycling rates and making savings.
- Record data, analyse project outcomes and produce reports.
- Complete surveys and audits both on site and remotely.
- Manage customer contracts by resolving reported issues from both customers and Hillingdon operatives.
- Set up, amend, and cancel contracts with customers as and when required using the correct systems and processes as outlined by management.

5. Financial & Resource Management

- Understand financial management costing and try to identify any cost-effective changes to ways of working.

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.
- To remain informed of relevant legislation, policies and strategies.
- To work collaboratively with other officers to ensure that the service is fully compliant, to reduce spend and to increase recycling rates.

7. Contacts

- Primary contact will be with other officers within the Councils various departments that support the service and service users.

8. Additional Responsibilities

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

B. Person Specification

Business Administration Apprentice

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 interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
GCSE/Level 2 Maths and English (Grade C or above) 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>	✓	
A minimum of 2 A levels	✓	
Willingness to study towards relevant professional qualification	✓	
An equivalent or higher qualification in the same profession (Business Administration) cannot be held.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Able to work flexibly to meet the needs of the service including varying start and finish times as required.	✓	
Passionate about environmental issues	✓	
Interest in developing a career in the field of Commercial Waste & Recycling / Environmental Services	✓	
Committed to working towards full CIWM membership.	✓	
Full UK driving license	✓	
Access to own vehicle for work purposes		✓
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Awareness of relevant legislation, policies and strategies.		✓
Experience of working for Local Government		✓
Prior knowledge and understanding of the industry		✓

4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Competent user of ICT including word, excel and email with the ability to learn new systems.	✓	
Demonstrable organisational and planning skills with attention to detail.	✓	
Understanding of how to implement a project		✓
Confident in liaising with members of the public and other stakeholders.	✓	
High quality telephone manner and written skills showing ability to communicate information clearly, politely, and effectively.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude. Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results. Adapts to changing demands to ensure that objectives are met, overcoming problems, and making well considered decisions.	✓	
Team working 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.	✓	
Communication Demonstrates well developed written and verbal communication skills, and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	