

Boston Borough Council



Job Description

Directorate Place	Service Environmental Operations
Job Title Environmental Operations Apprentice	Grade Apprentice
Reports to Environmental Operations Technical Support Team Leader	Responsible FOR n/a

Is this post eligible for a DBS check? NO

A Purpose of job:

1	To provide administrative support to the relevant service area as directed by the service manager.
2	Provision of administrative support across the Authority when required, as directed.

B Main responsibilities, tasks and duties

1	To assist in the provision of general clerical and administration support to the service area.
2	To maintain appropriate records on all computerised and manual systems.
3	To answer incoming calls to the section you are working in courteously and efficiently.
4	To undertake postal duties including the processing of incoming and outgoing mail in an efficient manner.
5	To assist with the preparation and distribution of corporate documents/customer information.
6	To assist in the compilation of performance data in relation to the services performed by the section.
7	To raise invoices and make payments where necessary
8	To develop a working knowledge of all the support service functions carried out by the Administrators within the section to enable consistency during periods of leave, sickness etc.

9	To carry out any other duties assigned from time to time as appropriate which are broadly consistent with the functions and grading of the post.
Duties for Operations Administration	
1	To assist with the preparation and distribution of corporate documents and customer Information. To raise invoices and make payments where necessary
2	Develop a working knowledge of the support service functions, to enable consistency during periods of leave.
3	To carry out filing duties in relation to all manual and electronic filing systems within the Operations Team.
4	To be able to work effectively in a rapid, dynamic and high pressured service area liaising with employees, officers, customers and suppliers to record information and provide information as required.
5	To assist in supporting the administration of the fly tipping service, Garden Waste Service, Commercial Waste Service and Litter Champion Service. Liaising with customers and officers, issuing work, recording information, monitoring and responding to emails.
C Knowledge and skills	
1	Knowledge – Essential Good standard of literacy and numeracy. Basic computer literacy in Microsoft products including Word, Excel and Outlook
2	Interpersonal Skills - Essential Team Player Good communication skills Polite & courteous telephone manner Interpersonal Skills – Desirable Previous experience in a work environment
3	Mental Skills The job requires judgmental skills, in order to identify straightforward solutions to simple problems. Ability to prioritise and organise work

	Flexible approach to work.
4	<p>Physical Skills</p> <p>The role requires dexterity and co-ordination with some demand for precision in the use of those skills i.e. In the use of a computer keyboard.</p>
D RESPONSIBILITIES	
1	<p>For supervision</p> <p>This role involves little or no, direct responsibility for supervision</p>
2	<p>For people</p> <p>An understanding of the responsibility for safeguarding and promoting the welfare of children is required</p> <p>Must be prepared to undertake safeguarding, disability, equality & diversity and Health & Safety plus all other relevant training.</p>
3	<p>For financial resources</p> <p>The role involves little or no, direct responsibility for financial resources.</p>
4	<p>For physical resources</p> <p>The roles involves little or no, direct responsibility for physical resources, i.e. careful use of low value equipment e.g. pc/photocopier</p>
E Work environment and demands	
1	<p>Work demands</p> <p>Willingness to learn</p>
2	<p>Physical Demands</p> <p>Tasks or activities are undertaken mainly in a sedentary position, and allow for considerable flexibility of movement. There may be limited requirements for standing, walking, bending or stretching, or an occasional need to lift or carry items.</p>
3	<p>Working conditions</p> <p>The job involves minimal exposure to disagreeable, unpleasant or hazardous working conditions or people related behavior.</p>

F Other	
1	<p>The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder with the exception of those required at such a time when the Emergency or Business Continuity Plan is invoked during a genuine emergency situation where staff may be required to undertake work outside of their normal duties without prior consultation.</p>
2	<p>Equal opportunities</p> <p>The post holder is required to carry out the duties in accordance with the Councils Equal Opportunities policies.</p>
3	<p>Health and safety</p> <p>The post holder is required to carry out the duties in accordance with the Councils Health and Safety policies and procedures.</p> <p>All employees have a duty to take reasonable care for their own health & safety and that of others. In particular they must:</p> <ul style="list-style-type: none"> • Carry out all work in the prescribed manner and ensure that they follow training, information and instruction provided • Use equipment correctly at all times • Wear or use personal protective equipment provided • Report all unsafe acts, conditions, accidents or near misses • Suggest methods of eliminating hazards and reducing potential risks • Co-operate in the investigation of accidents with the objective of introducing methods to prevent a reoccurrence • Take part in risk assessments, workplace inspections, safety tours and audits when necessary • Observe safe systems and methods of working at all times, avoid taking short cuts or improvising which may give rise to unnecessary risks
4	<p>Conduct</p> <p>The public are entitled to expect the highest standards of conduct from all employees who work for Local Government and that their conduct should never be influenced by improper motives. Employees should always remember the responsibilities to the community they serve and ensure courteous, efficient and impartial service to all groups and individuals within the community.</p> <p>Employees are required to follow the Councils Contract Procedure rules and Financial Regulations in any financial transactions and other dealings on behalf of the Council.</p>

	<p>Employees should be aware of the content of the Code of Conduct and ensure that they act within the Code at all times</p>
5	<p>Information security & data protection</p> <p>Employees should ensure that confidential material including material about individuals is handled in accordance with the law.</p> <p>Employees are individually responsible for any information in their care whether computerised or manual.</p> <p>All Council policies on these issues should be adhered to.</p>
6	<p>Health Surveillance</p> <p>Employees are required to undertake such health surveillance, at the cost of the Council, as may be required. This may be identified by risk assessments or be a statutory provision such as those within the Health and Safety at Work Act 1974 and The Control of Noise at Work Regulations 2005.</p>
7	<p>Safeguarding</p> <p>Employees have a responsibility to safeguard and promote the well-being of all vulnerable adults, children and young people who participate in our services or whom they come into contact with through discharging various functions. This includes situations where the Council works directly with adult, service users who have care of children. Employees should be able to identify abuse or neglect and understand their responsibilities and what to do should they ever suspect or become aware that a child is being neglected, is being abused or is likely to suffer abuse.</p>
8	<p>Values</p> <p>We believe that everyone has a role to play in making our Council successful.</p> <p>We expect everyone involved with Boston Borough Council to be:</p> <ul style="list-style-type: none"> • open and honest with people • enthusiastic, positive and proud about working for Boston Borough Council • patient with people and take time to understand their concerns • approachable and clear with people • open to new ideas and willing to learn • caring and to treat people with respect, consistency and fairness • focused on customers

