

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Street Services

POSTHOLDER

SECTION: Business Support

GRADE Scale 5

POST DESIGNATION: Business Support Officer (Operations)

Purpose of Job:

Provide service wide administrative support to Street Services operational functions and frontline service delivery.

Manages up to 0 directly managed staff.

Manages up to 0 indirectly managed consultancy/contracting staff.

Main Duties:

- 1) To ensure the day-to-day delivery of the biennial bin maintenance and inspection programme ensuring that inspections are issued in a timely manner and inspection reports are logged and repairs/replacements are requested.
- 2) To be responsible for monitoring all EMS queues, actioning requests to ensure that jobs are progressed and closed in a timely manner.
- 3) To provide weekly EMS reports to the Senior Business Support Officer (Traded Services, Finance and Operations) detailing overdue actions requiring completion /escalation.
- 4) To ensure that operational progress logs are opened at the beginning of each shift and closed at the end, bringing to the attention of the Operational Supervisors any that are not closed ensuring that system notes are added providing explanation where necessary.
- 5) To carry out biennial data audits, including but not limited to clinical customers and assisted collection customers, ensuring that GDPR compliance is adhered.
- 6) To ensure that bin counts held within the EMS (municipal and commercial) are accurate and correspond with the counts provided in the biennial bin inspection report updating records accordingly and advising the Street Services Finance Team of any changes relating to commercial customers.
- 7) To maintain the HRA bin count and address requests for additional/replacement containers ensuring that charges are applied where necessary.
- 8) To maintain a record of container stock providing weekly summary reports to ensure that stock levels are maintained.

- 9) To maintain records for refurbished stock, container plastic sent for recycling (ensuring associated income is recouped) and metal containers that have been scrapped to ensure that complete stock control records exist for audit purposes.
- 10) To be a point of contact for operational queries, complaints relating to the bin inspection and repair programme.
- 11) To support the timely removal of containers from commercial customers with bad debt including generation of EMS jobs for removals and confirming when removals have taken place.
- 12) To complete the daily Picking List ensuring that paperwork is completed in a timely manner and in readiness for delivery to customers within the agreed timescales.
- 13) To be a point of contact for clinical customers, GP's and care providers when requesting to join the clinical collection service ensuring that chargeable customers are brought to the attention of the Business Support Officer (Finance).
- 14) To be responsible for filing Driver Log Sheets ensuring that records are disposed of in accordance with GDPR.
- 15) To be responsible for the day-to-day administration of the complaints and casework logs and inboxes ensuring enquiries are distributed to relevant officers in a timely manner and responses are issued and recorded. To ensure the logs are reviewed daily to accurately reflect action taken and that PowerBi trackers are up to date as a result.
- 16) To be responsible for the day-to-day cover of the Street Services Operations and Street Services Clinical Outlook inboxes
- 17) To undertake any other work appropriate to the level and general nature of the post's duties.
- 18) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 19) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 20) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 21) You may be required to undertake alternative, additional, or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the post-holder normally reports to:
Senior Business Support Officer (Traded Services, Finance and Operations)