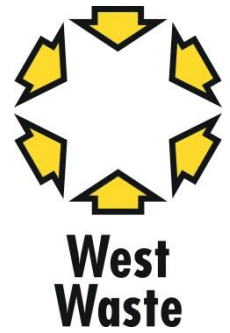


West London Waste Authority

Job Description



Job Title:	Weighbridge Administrative Officer
Responsible To:	Site Manager
Responsible For:	No supervisory responsibilities
Main Function of Job:	To manage the flow and processing of trade customers and residential customers disposing of chargeable waste. To operate the site weighbridge efficiently and accurately in order to ensure the Authority receives correct payment where appropriate
Salary:	Scale 3 (SP 14-17) £18,629 - £19,620 (inclusive of London weighting)
Basic Hours:	36 hours per week Principal location: Abbey Rd, Twyford; Although must be willing to work at any WLWA facility. Actual times of commencing and finishing to be agreed by local arrangement, as required by the operational requirements of the site. Weekend working included as part of a rota

Duties and Responsibilities:

1. To meet and greet members of the public and all users of the site in a friendly and informative manner, and ensure they are directed to the correct area within the site; and to act as the first point of contact for queries and complaints from members of the public and trade customers, whether in person or by telephone.
2. To operate the site computerised weighbridge efficiently and accurately to maintain weighbridge records of incoming/outgoing waste and recycling
3. To calculate accurately and issue charges for waste disposal from members of the public and trade customers. To handle and account for all payments from members of the public and trade operators, and to account for them at the end of each working day.
4. To weigh all incoming, outgoing and internal vehicle movements. To carry out regular checks on public 'loads' in order to prevent accidents resulting from deposits of hazardous waste or unsuitable recycling products.
5. To produce management information from the computerised weighbridge, as required including tonnage reports and data returns.
6. To maintain the security of the Weighbridge during the day, including the safe and contents.
7. To keep and update records to maintain 'Knowledge Management' for the weighbridge including up to date procedure notes, key information and contact details.

8. To carry out all duties in a responsible and professional manner, work collaboratively with colleagues and show initiative and flexibility in meeting the necessary priorities so as to enhance the efficiency of the site operations.
9. To be familiar with and comply with the Authority's Health and Safety Policy and all procedures and requirements contained therein, including the use and wearing of PPE at all times, and to perform all duties so as not to prejudice the health & safety of self and any other users of the site, including all colleagues.
10. To be familiar with and observe the requirements of the Authority's Equal Opportunities Policy.
11. To perform any other duties or responsibilities as reasonably may be requested and that do not exceed the skills and abilities required of the post and/or post holder, including flexibility to work on other Authority Sites.

The post holder is subject to a Disclosure Scotland check.

West London Waste Authority is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result, through appropriate consultation with staff and representatives, the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

PERSON SPECIFICATION: WEIGHBRIDGE CLERK / ADMINISTRATIVE ASSISTANT

VALUES AND BEHAVIOURS

Values and Behaviours	Recruitment and Selection	
	Essential (E), Desirable (D)	Assessed by; Application (A), Interview (I), Test (T) or Other (O)
I am flexible in my work and can change what I'm doing in order to meet priorities	E	I
I treat everyone fairly, with respect and value differences.	E	A,I
I do what I say I will do, when I've promised to do it, or let people know why not	E	A,I

EXPERIENCE, QUALIFICATIONS, TRAINING OR OTHER REQUIREMENTS

	Essential (E), Desirable (D)	Assessed by: Application (A), Interview (I), Certificate (C), Other Test on-site (O)
Qualifications	Recruitment and Selection	
GCSE or equivalent in English or Maths (Grade C or above)	E	A, I, C
Experience	Recruitment and Selection	
Experience of working co-operatively with others in a multi-skilled environment	E	A, I
Experience of prioritising workloads	E	A, I
To be an excellent team player	E	A, I
Excellent oral and written communication skills	E	A,I
Undertake weekend and Bank Holiday working, on a rota basis	E	I

	Essential (E), Desirable (D)	Assessed by: Application (A), Interview (I), Certificate (C), Other Test on-site (O)
Prepared to work at any WLWA facility and willingness to travel between the WLWA sites as required	E	I
Working knowledge of MS Office, including Word, Excel and Outlook	E	A, I
Experience of office or administration work	E	A, I
Experience of data entry	E	A, I
Experience of taking payments	E	A, I
Able to remain calm under pressure	E	A, I
Experience of working within the Local Government or Public Sector, or waste management	D	A, I
To have a working knowledge of health & safety issues and practices in an industrial or waste environment	D	A, I
The post holder will be required to work weekends as part of a rota.	E	
This post is subject to a Disclosure Scotland check.	E	