

# Job Description

West London Waste Authority

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<b>Job title:</b>	Operations Data Assistant
<b>Responsible to:</b>	Operations Data Officer
<b>Responsible for:</b>	No line management responsibility
<b>Main job function:</b>	To manage the flow and processing of customers through the site. To operate the site weighbridge efficiently and accurately and provide reports.
<b>Salary:</b>	£20,718 - £23,089 per annum Scale 3-4 (sp 5 - 11)
<b>Basic hours:</b>	Full Time up to 36 hours per week  Four days on four days off rota
<b>Principal location:</b>	Transfer Station Weighbridge, Abbey Road, London NW10

## Duties and Responsibilities

1. To control the flow of customers, accurately directing customers through 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 check site users are complying with West London Waste policies especially Health and Safety, e.g. the use and wearing of PPE at all times, and to use the site in a way that does not prejudice the health and safety of any users of the site, including all colleagues.
3. To operate the site computerised weighbridge efficiently and accurately to maintain weighbridge records of incoming/outgoing waste and recycling in line with the charging policy, site licence and duty of care regulations.
4. 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.
5. 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.
6. To produce management information from the computerised weighbridge, as required including tonnage reports and data returns.
7. To maintain the security of the Weighbridge during the day, including the safe and contents.
8. To keep and update records to maintain 'Knowledge Management' for the weighbridge including up to date procedure notes, key information and contact details.

9. 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.
10. To communicate with the operational areas, to keep staff informed on the accurate management of customers and to update records as appropriate.
11. To book out loads and carry out the administrative functions on site including ordering and receipt and of goods and materials.
12. 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 check by the Disclosure and Barring Service (DBS).

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: OPERATIONS DATA ASSISTANT

### RECRUITMENT AND SELECTION

Values and Behaviours	Essential (E), Desirable (D)	Assessed by; Application (A), Interview (I), Certificate (C)
I challenge others, and deal with challenges in an honest and constructive way	E	A, I
I make decisions within the scope of my authority, rather than refer them up the line	E	A,I
I take responsibility for making sure that taxpayers' money is spent effectively	E	A,I
I make sure I know what others are doing in order to do my job well	E	A, I
<b>Skills and Qualifications</b>		
Educated to Degree level	D	A, C
Professional and proactive communication with site users and colleagues	E	A, I
Excellent IT, computer, data skills	E	A, I
<b>Experience</b>		
Working co-operatively with others in a multi-skilled environment	E	A, I
Customer service and strong communication skills	E	A, I
Handling money and data transactions	E	A, I
Experience of office or administration work	D	A,I