

Job title	Business Support Assistant	Date: March 2023
Reports to (title)	Business Improvement and Project Manager	
Contract/department	Improvement, Planning and Resourcing	
Location	Hubs based at Winsford and Ellesmere Port - Cheshire West (any location as may reasonably be required)	
Salary	Up to £26,000	

Job Purpose

You will be responsible for providing support to the operational service and supporting projects that drive improvement and performance for Cheshire West Recycling.

Principal Accountabilities

- Provide, efficient and effective administrative support, including handling enquiries, word processing, data entry, record keeping and correspondence. Where required provide secretarial support and take notes at meetings and hearings.
- Maintain effective work systems, ensuring that all correspondence and documentation is dealt with in a professional manner to meet procedural and audit requirements.
- Develop and maintain positive and supportive relationships with colleagues and customers.
- Develop and maintain a thorough knowledge of appropriate procedures and policy. Always maintain strict confidentiality and adhere to data protection legislation and corporate guidelines.
- Organise and assist in business process reviews and projects to ensure managers are supported in the planning and implementing of streamlined and cost-effective services.
- Respond to clients, suppliers and residents on the phone and via email in a professional manner with a high level of customer service.
- Check, process and input data ensuring the provision of data and preparation of reports. Run reports to identify incorrect and missing data and amend accordingly.
- Attend meetings, produce and distribute minutes, chasing actions and monitoring attendance as required.

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- Support HR processes by arranging formal hearings and taking notes. Ensure HR records are kept up to date with key information on disciplinary disciplinarys, annual leave, sickness, training and any contractual changes.
- Assist with performance monitoring by interpreting information and contributing to improvements to the systems used and service provided by the team.
- Support the effective use of operational software by monitoring and assigning service requests within the Service Level Agreement timescales. Liaise with operational team to resolve complaints and queries.
- Order supplies and services within a timely manner ensuring all procedural requirements are followed.
- Manage own professional development to continually learn, to build resilience and manage and maintain personal wellbeing.
- Reflect Our Values through your actions and behaviours.


NOTE

From time to time, you may be required to undertake work as determined by your line manager, up to or at a level consistent with the detail in the principle accountabilities.

We're happy to talk flexible working opportunities which benefit you and Cheshire West Recycling.

Cheshire West Recycling operates across several locations and you will be expected to work flexibly across all locations in line with business requirements.

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Person Specification

Our Values: Safe | Responsible | Trusted | Innovative

Qualifications	• Good standard of education (Essential)	CV/QC
	• High standard of literacy and numeracy (Essential)	CV/T
Experience	• Previous administrative experience (Essential)	CV/I
	• IT literate with understanding of Microsoft Word and Excel (Essential)	CV/I/T
	• Experience with using work/round planning software (e.g. Collective) (Desirable)	CV/I
	• Experience in the Waste/Recycling Sector (Desirable)	CV/I
Skills and Aptitudes	• Efficient and professional approach with the ability to multi-task (Essential)	CV/I/T
	• Self-motivated with the ability work on own initiative and a desire to creative solutions (Essential)	CV/I/T
	• Possess strong communication, organisational and time management skills (Essential)	CV/I/T
	• Experience of dealing with difficult colleagues and customers in a calm and professional manner (Essential)	CV/I
	• General willingness to be helpful, enthusiastic and flexible (Essential)	CV/I
	• Ability to present written information in a structured and balanced way appropriate to the needs of the reader (Essential)	CV/I/T
	• Ability to pick up processes, procedures and new software packages quickly and effectively (Essential)	CV/I/T
Other Requirements	• A full UK driving licence (Desirable)	CV

Assessment Key: CV = CV, I = Interview, T = Test/Assessment, QC = Qualification Certificate

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