

At Cheshire West Recycling we're looking for a Business Support Assistant to support projects that drive improvement and performance.

We work with the communities we serve, leading positive environmental change to create clean and safe places to live and work for future generations. People are at the heart of everything we do, and everybody has a part to play. With data driving our decisions, we provide customers with waste, recycling, and fleet maintenance services that are safe, responsible, trustworthy, and innovative, aligning with the core values of our award-winning organisation.

If you're looking for an organisation where your efficient and enthusiastic approach will support the effective operation and delivery of services, then become **One of Our Own**. You'll have experience of multi-tasking and relying on organisational skills. You must have a positive can-do attitude, a keen eye for detail and be able to manage demands by prioritising and meeting deadlines.

Become One of Our Own



Job title	Business Support Assistant 40 hours per week (PT and flexible working will be considered)	Date: October 2024
Reports to (title)	Projects & Improvement Manager	
Contract/department	Improvement & Development Team	
Location	Hubs based at Winsford and Ellesmere Port - Cheshire West (any location as may reasonably be required)	
Salary	Up to £27,000 (pay award pending)	

Job Purpose

The post-holder will be responsible for providing support to our operational services 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 key meetings, produce, and distribute minutes, chasing actions and monitoring attendance as needed.
- Use accounting software to carry out all transactional finance duties, raising POs, processing invoices and managing queries with due care and diligence.

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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 disciplinaries, 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.

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 principal accountabilities.

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

Person Specification

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Our Values: Safe | Responsible | Trusted | Innovative

Qualifications	• Good standard of education (Essential)	CV
	• High standard of literacy and numeracy (Essential)	CV
Experience	• Previous administrative experience (Essential)	CV
	• IT literate with understanding of Microsoft Word and Excel (Essential)	CV
	• Experience with using work/round planning and/or fleet and workshop management software (e.g., Collective, R2C) (Desirable)	CV
Skills and Aptitudes	• Efficient and professional approach with the ability to multi-task (Essential)	CV
	• Strong attention to detail with a commitment to accuracy and getting things right first time. (Essential)	CV
	• Self-motivated with the ability work on own initiative and a desire to creative solutions (Essential)	CV
	• Possess strong communication, organisational and time management skills (Essential)	CV
	• Experience of dealing with difficult colleagues and customers in a calm and professional manner (Essential)	CV
	• General willingness to be helpful, enthusiastic, and flexible (Essential)	CV
	• Ability to present written information in a structured and balanced way appropriate to the needs of the reader (Essential)	CV
	• Ability to pick up processes, procedures, and new software packages quickly and effectively (Essential)	CV
Other Requirements	• Experience in the waste/recycling or fleet and workshop management sector (Desirable)	CV
	• A full UK driving licence (Desirable)	CV

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

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