

JOB PROFILE

Job Title:	Business Administration Apprentice– Waste and Recycling
Service Area:	Waste and Recycling
Grade:	1
Reporting Manager:	Service Manager - Waste
Direct reports:	None

Job summary:

To work as an apprentice within the Waste and Recycling Service, providing administrative support to help the team deliver efficient and customer-focused waste and recycling services.

The postholder will assist with maintaining accurate records, updating service systems, processing routine requests and correspondence, responding to basic enquiries, and supporting the monitoring of service performance.

The apprentice will work with colleagues across the Council and, where appropriate, external contractors and customers. The postholder will undertake a recognised Business Administration apprenticeship, developing and applying the knowledge, skills and behaviours required for the role.

Key responsibilities:

- Provide general administrative support to the Waste and Recycling Team, including preparing documents, maintaining records, arranging meetings and taking notes where required.
- Attend apprenticeship training, complete the required learning activities and assessments, and apply the knowledge and skills gained within the workplace.
- Respond to routine enquiries from residents, colleagues and other customers by telephone, email and other approved communication channels.
- Record and update information accurately on waste service systems, customer service systems and spreadsheets.
- Assist with processing service requests relating to waste and recycling collections, containers, subscriptions and other waste services.
- Support the team in investigating routine service enquiries by checking records and gathering relevant information.
- Assist with monitoring contractor performance by collating information and producing basic reports, tables and spreadsheets.
- Support the preparation and checking of correspondence, customer information and service communications.
- Develop an understanding of the Council's waste and recycling services, including the roles of the Council, its contractors and partner organisations.

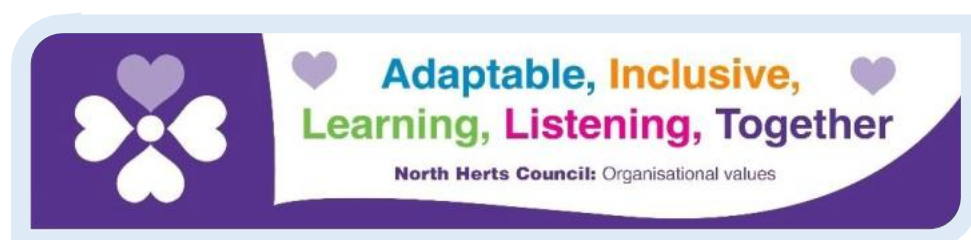
- Follow Council requirements relating to health and safety, information governance, equality, customer care and confidentiality.
- Work collaboratively with colleagues and contribute positively to the work of the wider team.
- Undertake other reasonable duties appropriate to the level and developmental nature of the apprenticeship.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](https://www.north-herts.gov.uk/employees/general-responsibilities)

Key Requirements:		Essential desirable
Qualifications:	Level 2 literacy and numeracy – or equivalent.	E
Job related experience & knowledge:	Basic experience of dealing with people in a polite, concise and friendly manner.	E
	Accuracy and Attention to detail	E
	Ability to interact with people at all levels using all forms of communication	E
	Ability to work as a member of a team	E
	Able to use initiative	E
	Able to follow instruction accurately	E
	Willingness to learn and apply that learning in the workplace	E
	Willingness to adapt to different work roles	E
	Experience in an administrative role in a paid or voluntary capacity	D
	Experienced use of Microsoft Word and Excel	E
	Ability to use other applications, including Zoom, Microsoft Teams	E
	Use of computerised database systems	D
	Experience of using Microsoft Outlook	D
Skills & attributes required for the role:	Remain calm under pressure	E
	Capacity to develop organisational skills	E
	Good oral and written communication skills	E
	Willingness to communicate with a range of people	E
	Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role.	E
	Accepts personal responsibility	E
	Looks for ways to improve processes	E
	Organising and maintaining filing systems both hard copy and data	D
	Ability to prioritise tasks	E

Other:	Experience of working as part of a team.	E
	Self motivated	E
	Flexible attitude to work including the ability to work long hours at peak times	E
	Maintains confidentiality	E
	Willing to learn and undertake formal studies and attend college as required	E
	Some awareness of health and safety in the workplace	D



Other:		

Signed.....

Date.....