

Job Description



Job Title:

Service Analyst

Location:

Flint (other locations if required)

Responsible to:

Finance Manager

Number of hours per week:

37.5 hours a week

(occasional cover required on Saturday's)

Salary:

£23,840 FTE

Purpose of the job

Refurbs offers a number of waste collection and management services to Flintshire County Council and its residents in order to reduce the amount of waste going to landfill. This role will support the recording of waste volumes through the various services and the provision of external reporting to FCC, Natural Resources Wales, the Environment Agency and Compliance Schemes. It will also support internal reporting of performance on Waste Management to the Senior Management Team and Board of Trustees.

The Service Analyst will provide excellent, timely, and accurate support in the recording of data and preparation of reporting to internal and external stakeholders. The role may also be required to provide support to the Retail team in our showrooms including some Saturday cover (not to exceed 10 Saturdays per annum).

Summary of Main Responsibilities

- Receive daily instructions from FCC re Bulky Household Waste (BHW) requests, transfer to BHW Collections schedules, create daily runs for vans, record results, reschedule as necessary
- Collate quantities and weights of BHW collections including items removed from FCC Household Recycling Centres (HRCs)
- Collate quantities and weights of waste removed from Void Property Clearances
- Collate quantities and weights of items processed at Sofa Deconstruction site (Oakenholt)
- Record quantities and weights of donated items either collected or brought into the Warehouse by donors, House Clearances, which are for re-use, and ensure any items of scrap are adjusted accordingly
- Record all Waste Transfer Notes, Hazardous Waste Notes from other suppliers (CREST, ASDOR, CAD etc)
- Keep a record of vehicle mileages, service schedules, MOT requirements, Taxing requirements, fuel consumptions etc

- Update the Consolidated Service Summary schedules required to provide aggregate reporting to internal and external stakeholders
- Collate any other management information as may be required
- Any other reasonable duties as may be requested by your line manager.
- This is not an exhaustive list of duties as the role may change from time to time to meet the requirements and objectives of the team.

| | Essential | Desirable |
|-----------------------------------|---|---|
| Knowledge & Experience | <ul style="list-style-type: none"> • Significant experience of working in a repair, reuse and recycling environment. • Excellent customer service skills gained in a busy delivery and collections environment. • Good level of general education. • Excellent administration skills. • IT literate and numerate. • Understanding of health & safety and its application in work practices. | |
| People | <ul style="list-style-type: none"> • Able to build rapport with customers. • Friendly, helpful and approachable personality. | |
| Judgement & Initiative | <ul style="list-style-type: none"> • Ability to use initiative and work as part of a team. • Confident, enthusiastic and self-motivated. • Ability to solve problems with tact and diplomacy. | |
| Communication | <ul style="list-style-type: none"> • Ability to communicate clearly to customers and colleagues. • Ability to work with individuals at a variety of levels, internally and externally. | <ul style="list-style-type: none"> • Ability to communicate through the medium of Welsh. |
| Resources | <ul style="list-style-type: none"> • Ability to work accurately with attention to detail. • Ability to keep accurate records. | |
| Confidentiality | <ul style="list-style-type: none"> • Understanding of the importance of confidentiality. • Ability to maintain confidentiality as required. | |
| Other | <ul style="list-style-type: none"> • Ability to follow procedures and suggest improvements. • Appreciation and understanding of Welsh heritage and culture | <ul style="list-style-type: none"> • Full driving licence. |