

JOB DESCRIPTION/PERSON SPECIFICATION

A	POSITION DETAILS
	DIVISION: Municipal
	JOB TITLE: Senior Operations Administrator REPORTING TO: Senior Production Manager
	GRADE: 12

B	JOB PURPOSE
	• To provide a comprehensive administrative service to the Somerset Municipal contract and to provide support & training to Administrative / location staff within the contract where appropriate. • To administer all the transactions within the contract ensuring a high attention to detail, such as correct coding and waste description. • To manage the note taking schedule ensuring continued service and quality of notes.

C	KEY RESPONSIBILITIES
	• To manage the note taking requests with HR with a focus on quality and consistency. • To supervise the Contract administration function to ensure the provision of an effective, efficient and compliant administrative service • To manage and monitor administrative efficiency in terms of staffing levels, achievement of deadlines, accuracy and speed of service delivery • To assist Operations Managers and Senior management in the preparation of Month-End reports and tasks. • To provide support and training where required to Contract Administrators. • To ensure Contract Administrators operate established administrative processes and procedures are followed consistently and accurately. • Ensure that Policy & Procedures are adhered to throughout all aspects of Contract Administration. • To drive a culture of full compliance and H&S awareness amongst Administrative staff and be responsible for the Health & Safety of the employees within their control. • To liaise with Operations Managers and Senior management regarding their administration requirements and standards of service on a regular basis • Constantly review the service of administration including staffing levels, attendance, operating procedures and methodologies with a view to continuous improvement. • To supervise the administration of Materials manager tasks for processing. • Any other duties that are reasonably requested within the scope of the job-role.

D CORPORATE RESPONSIBILITIES

In line with Suez Recycling and Recovery UK Health and Safety Policy the job holder is expected to;

- Take reasonable care of his/her own health, safety and welfare and that of other people who may be affected by his/her actions or omissions.
- To cooperate with Suez Recycling and Recovery UK and with other employees in order to comply with health and safety law and Suez Recycling and Recovery UK Health and safety Policies and Procedures
- Not to misuse or interfere with, intentionally or recklessly, anything provided in the interests of safety.
- To ensure that within his/her areas of responsibility, Suez Recycling and Recovery UK complies fully with its legal duties in respect of the health, safety and welfare of its employees and of other people who may be affected by his/her actions or omissions
- To ensure that the responsibilities commensurate with his/her role as laid out in the Health and safety policies and Procedures are fully met.

In line with Suez Recycling and Recovery UK Values and Ethics Charter the job holder is expected to ;

- Act in a honest, responsible and respectful manner to others
- Be responsible for their own professional conduct
- Comply everywhere and in all circumstances with the laws and regulations connected with their activities
- Comply with our obligations to our partners such as shareholders, associates, clients, suppliers and the community

- Any other duties that are reasonably requested within the scope of the job-role.

E. GENERAL CRITERIA (ESSENTIAL & DESIRABLE)	CRITERIA RATING 1 = LOW 5 = HIGH
KNOWLEDGE/QUALIFICATIONS/TRAINING/SKILLS & EXPERIENCE:	
Educated to GCSE standard or equivalent	3
NVQ level 2 Business Administration desirable	1
Excellent customer service and communication skills	4
Proficient in the use of Microsoft office	5

E. KEY COMPETENCIES & ATTRIBUTES	MINIMUM ESSENTIAL RATING
SERVICE TO THE CUSTOMER/COLLEAGUE:	
Is this person passionate about personally 'understanding the customer' and meeting their needs?	5
COMMUNICATION EFFECTIVENESS:	
Does this person communicate to all appropriate people in an appropriate manner?	4

PROBLEM SOLVING:	
Can this person recognise a problem and decide what to do about it?	4
QUALITY OF WORK:	
Does this person run his/her job in a manner that complies with all operational standards both internal and external?	5

The contents of this job description reflect the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SITA UK may revise the content of this Job Description/Person Specification at its discretion.