

**Job Description:     Apprentice - Environmental Services**

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

<b>Job Description</b>	
<b>Job title:</b>	Apprentice – Environmental Services
<b>Service:</b>	Environmental Services
<b>Team:</b>	Customer Service Team
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Customer Services Team Leader
<b>Responsible for:</b>	N/A
<b>Our Organisational Values</b>	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b> .

<b>Principal purpose of the role</b>		
<ul style="list-style-type: none"> <li>• To be a member of the team providing administrative support within Environmental Services.</li> <li>• Environmental services manage waste recycling and food waste collections, street cleaning, garden waste subscription service, and abandoned vehicles,</li> </ul>		
<b>Main duties and accountabilities</b>		
<ul style="list-style-type: none"> <li>• To answer basic customer service enquiries within Environmental Services, primarily missed collections, bulky waste collection, clinical waste, street cleaning and pest control requests.</li> <li>• Helping to administer the green waste subscription service.</li> <li>• Administer and respond to online forms.</li> <li>• Compile email responses to basic requests for service within Environmental Services.</li> <li>• To provide any other administrative support necessary for Environmental Services</li> <li>• Health and Safety</li> </ul> <p>Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required</p>		
<b>Dimensions of the role</b>		
<ul style="list-style-type: none"> <li>• Waste and recycling collections from 53250+ households</li> <li>• The Environmental Services Team receives approximately 1000 enquires per week.</li> <li>• Subscriptions on green waste scheme – approximately 15,500</li> </ul>		
<b>Development</b>		
<b>(what you can expect to learn and what is expected of you in the course of your apprenticeship)</b>		
	What you can expect from Waverley	What Waverley expects of you
3 Months	<ul style="list-style-type: none"> <li>• To receive an introduction to and training in your role</li> <li>• To be part of a supportive environment</li> <li>• To be given training in relevant IT systems</li> <li>• To receive dedicated time set aside to work on your diploma</li> </ul>	<ul style="list-style-type: none"> <li>• To attend Apprenticeship Induction</li> <li>• To attend Council Induction</li> <li>• To be punctual</li> <li>• To show commitment to the diploma</li> <li>• To be courteous to other members of the team</li> </ul>

6 Months	<ul style="list-style-type: none"> <li>To learn how to respond to a basic level of customer enquiries</li> <li>To receive dedicated time set aside to work on your diploma</li> </ul>	<ul style="list-style-type: none"> <li>To have a positive approach to learning</li> <li>To deal with customers in a polite, friendly, helpful and respectful manner</li> </ul>
12 Months	<ul style="list-style-type: none"> <li>To receive dedicated time set aside to work on your diploma</li> </ul>	<ul style="list-style-type: none"> <li>Meet agreed targets as stated in project plan</li> </ul>
18 Months	<ul style="list-style-type: none"> <li>Assistance with developing your CV and support with applications for positions both internal and external to the Council</li> <li>To receive dedicated time set aside to work on your diploma</li> </ul>	<ul style="list-style-type: none"> <li>Completion of the diploma</li> </ul>

### Customers and Contacts

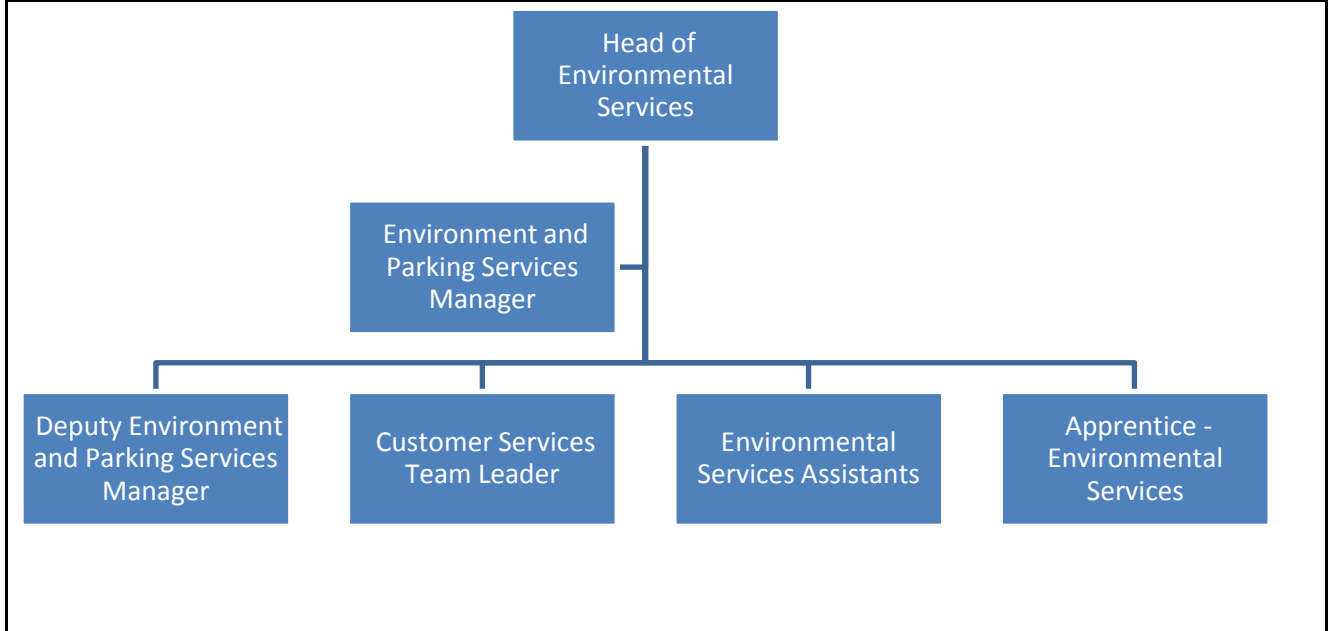
#### Internal

- Colleagues within the Environmental Services
- Environmental Health Team
- Housing Team
- Parks and Leisure Team
- Planning Team
- Any other relevant Departments

#### External

- Borough and Parish Councillors
- Members of the Public
- Representatives of other local authorities and County Council
- The Police
- Contractors
- Representatives of local organisations

## Service/Team Structure



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as **I** at the interview to be shortlisted for this role.

	Person Specification			
	Essential criteria	How Assessed	Desirable criteria	How Assessed
<b>Qualifications/ Education / Training / Experience</b>	Basic literacy and numeracy skills.	<b>I</b>	Maths, English and IT GCSE (or equivalent).	<b>C</b>
<b>Knowledge /Technical Skills</b>			Good understanding of Microsoft Office (e.g. Word, Excel, Outlook, PowerPoint).  Awareness of Safeguarding	<b>I</b>  <b>I</b>
<b>Communication</b>	Positive attitude when asked to complete tasks.  Good listening skills.  Able to understand others' points of view.	<b>I</b>	Experience of using a range of different communication styles in a voluntary or paid job (e.g. face-to-face, telephone, e-mail, letter).	<b>I</b>
<b>Customer Service</b>	Prompt in responding to inquiries.  Friendly and helpful.  Able to accurately record customers' requests.  Motivated to help resolve customers' problems.  Understanding of the importance of equality and diversity in service delivery	<b>I</b>	Experience of paid or voluntary work dealing with customers (e.g. as a receptionist, in a shop, bar or restaurant).	<b>I</b>
<b>Team Working</b>	Works with other people to achieve shared goals.	<b>I</b>	Experience of team working where you have achieved a shared goal (e.g. sports team competition, school	<b>I/C</b>

	<p>Deliver the work asked of you.</p> <p>Treat everyone with respect.</p>		<p>project, Scouts/Guides badges etc.).</p>	
<b>Managing self</b>	<p>Reliable.</p> <p>Able to meet deadlines.</p>	<b>I</b>	<p>Experience of achieving assignment deadlines or helping to arrange an event or activity that had to run to time (e.g. school play/production, music event, school dance).</p>	<b>I</b>
<b>Can do approach / Achieving results</b>	<p>Takes pride in work.</p> <p>Responds to changing needs and circumstances.</p> <p>Keen to learn and develop skills.</p>	<b>I</b>	<p>Experience of making improvements to an existing project or starting something new (e.g. setting up a club or society or making changes to something in school or at work that has made something work better).</p>	<b>I/C</b>
<b>Special Requirements</b>	<p>For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.</p>	<b>I</b>		

### How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

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<b>Job title:</b>	Apprentice – Environmental Services	<b>Post no:</b>	AQ19
<b>Service:</b>	Environmental Services	<b>JE score:</b>	N/A for apprentice
<b>Team:</b>	Customer Services Team	<b>Pay band:</b>	Apprentice Year 1
<b>Location:</b>	The Burys  Godalming,  Surrey GU7 1HR	<b>Position type:</b>  (if part time, working pattern)	35 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>1</b>	
	Customer Service:	<b>1</b>	
	Team Working:	<b>1</b>	
	Managing Self and Others:	<b>1</b>	
	Can do approach/Results	<b>1</b>	
<b>Reviewed By:</b>	Environmental & Regulatory Services	<b>Date:</b>	June 2019
<b>Checked in:</b>	Human Resources	<b>Date:</b>	
<b>Last Updated:</b>	Add date	<b>Date:</b>	