

West London Waste

Job Description

Job Title:	Operations Data Officer
Responsible To:	Operations Manager
Responsible For:	3 Operations Data Assistants and shared responsibility for managing the site
Main Function of Job:	To control the flow and processing of customers through the site, to use data and analysis to improve and optimise the business.
Salary:	£32,995 per annum including London weighting
Basic Hours:	36 hours per week Monday to Friday with flexibility to work one weekend a month.
Principal Location:	Transfer Station Weighbridge, Abbey Rd, London NW10 7TJ

Duties and Responsibilities:

1. To be responsible for controlling the flow of customers, accurately directing customers through the site to ensure the safety and protection of all site users, the environment and public finances.
2. To ensure site users understand and comply with West London Waste policies especially Health and Safety, e.g. the use and wearing of PPE at all times, and to use the site in a way that does not prejudice the health and safety of any users of the site, including all colleagues.
3. To ensure vehicles are accurately weighed and waste is categorised accurately in line with the charging policy, site licence and duty of care regulations.
4. To ensure weighbridge work areas are clean and tidy, information and data is managed efficiently and stored accurately, implement end of day reporting, daily checks and continuous process improvements.
5. To provide chargehands and managers with accurate management information reports from weighbridge activities identifying trends in resident and commercial use of the site and recommend service improvements.
6. To keep up to date with training and development necessary to operate computer systems and the weighbridge efficiently and accurately. Develop and manage the team to reduce coding and data errors.
7. To ensure effective communications on site between the operational areas, to keep staff informed on the accurate management of customers and to facilitate the accurate flow of information from site activities back to the Management Information team.
8. To build relationships with residents and customers and increase the proportion of account customers and grow the use of the site.
9. To ensure all legislation and policies and procedures are complied with including financial procedures with spot checks to ensure compliance with regulations, process and procedures as necessary.
10. To ensure loads out are booked in a timely manner and prices for materials/costs of loads are optimised. Provide feedback to chargehands on materials/load value and quality.

11. To share responsibility for managing the site with the HRRC Chargehand and Transfer Station Chargehand and take full control of the site when required.
12. To undertake such additional functions as the Operations Manager may allocate.
13. To be prepared to work at locations other than the usual place of work as required by the demands of the service.

The post holder is subject to a Disclosure Barring Service (DBS) check.

West London Waste Authority is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result, through appropriate consultation with staff and representatives, the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

PERSON SPECIFICATION: OPERATIONS DATA OFFICER RECRUITMENT AND SELECTION

Values and Behaviours	Essential (E), Desirable (D)	Assessed by; Application (A), Interview (I) or Certificate (C)
I challenge others, and deal with challenges in an honest and constructive way	E	A, I
I make decisions within the scope of my authority, rather than refer them up the line	E	A, I
I take responsibility for making sure that taxpayers' money is spent effectively	E	A, I
I make sure I know what others are doing in order to do my job well	E	A, I
Skills and Qualifications		
Educated to Degree level	D	A, C
Professional and proactive communication with site users and colleagues	E	A, I
Seeing patterns in data and turning data into management information	E	A, I
Excellent IT and weighbridge skills	E	A, I
Experience		
Customer service or sales activities matching site need with customer need	E	A,I
Managing multiple financial / data transactions ensuring money / data is safe and accounted for	E	A,I
Working as part of a team, asking questions, problem solving and seeking service improvements	E	A,I