

Trainee Technical Assessor



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1

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Job Description

Department/location:	Environmental Services/Honiton ES
Hours of work:	Monday to Friday 0830 - 1700
Reports to:	Transfer Station Manager
Holiday:	25 days plus Bank Holidays
Other benefits:	Bonus scheme Company pension scheme after 3 months Death in service insurance


General:

The Technical Assessor will play a key role in ensuring regulatory compliance and customer service for the South Hazardous Waste Business to include pre-acceptance and compliance with all relevant legislation for waste movements.

Main Duties:

- To provide technical support and guidance to quote and technically assess enquiries from customers, contractors, sales representatives and third parties.
- To liaise with operational staff, transport and customers to ensure collections comply with appropriate company procedures and legislative requirements and deal with any non-conforming loads through the quality system.
- To liaise with operational staff, transport and third-party disposal sites to provide support and guidance for off-site waste disposal in line with relevant legislation.
- Administrative support
 - Collect customer purchase orders and create invoices
 - Receive incoming phone calls, relay messages
 - Log enquiries on relevant databases, including quotations and bookings
 - Ensure paperwork is timely and accurate
 - Provide assistance for outgoing loads including transport
 - Report and deal with non-conformances
 - Produce reports on any of the above as requested by the management team
 - Ensure the details of outgoing loads are recorded to maintain compliance
- Business performance
 - Help ensure high levels of customer service
 - Ensure all collections are carried out in a legally compliant manner
 - Record information necessary for monthly KPIs
- Customers
 - Maintain direct contact with internal and external customers, providing assistance on transport, pricing, documentation, queries and bookings
 - Proactively assist customers with their waste disposal requirements to ensure a service level that is satisfactory to the customer
 - Provide and report duty of care information, where requested
 - Support other sites within FIS in complying with company and legislative requirements

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General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.

Other General Responsibilities:

- Maintain the physical security of FIS equipment in your possession along with any goods transported in accordance with Company Security policies.
- Maintain the security and confidentiality of Company information and data in accordance with Company IT Security and Data Protection policies.
- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

Person Specification

Qualifications/Training	E / D*	How assessed***
A science qualification, minimum A level, Chemistry HNC or degree preferred	E	CV
Dangerous Goods Safety Advisor	D	CV
IOSH Managing Safely	D	CV
Experience		
Extensive experience/knowledge of the waste management industry	E**	CV/I
Customer service experience	D	CV/I
Specific Post Knowledge/Skills		
Knowledge of Sector Guidance Notes S5.06	E**	CV/I
Knowledge of relevant waste legislation (WM3, Duty of Care, ADR)	E**	CV/I
Good user level of MS Office (word, excel, outlook)	E	CV/I
Knowledge of Gatehouse software	D	CV/I
Personal Characteristics		
Professional and Positive Attitude	E	I
Ability to work on own initiative and within a team	E	I
Keen to develop knowledge within the industry	E	I

*Essential or Desirable

**Essential but may be achieved post-employment

***Application Form or CV; Interview; Presentation; Practical Assessment