


Operational Support Administrator			
	Document Number: FG_HR_P.01 Form 08	Version no: 1	Page Page 1 of 2
Review Date:	24/08/2022	Next Review Date:	24/08/2024

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Job Description

Department/location:	Environmental Services South; Honiton
Hours of work:	Monday to Friday, 0830 to 1700
Reports to:	Transport Manager
Holiday:	25 days PA plus 8 bank holidays
Other benefits:	Company pension, bonus scheme and death in service benefit

General:

The role of the Operational Support Assistant (OSA) is a key role providing a full range of administrative tasks in support of FIS South operations.

Main Duties:

- Data input and invoice generation using Weighsoft system
- Completing reports on a timely basis
- Answering incoming calls within 3 rings, find out who is calling and pass on calls or messages accordingly and without delay.
- Liaise with operational staff and be responsible for providing full admin support to one or more managers of our operational divisions.
- Carry out a range of tasks in support of the depot offices.
- Opening and distributing post
- Franking post and taking to post box.
- Greeting visitors and dealing with deliveries.
- Provide support in the use of Effective Software QHSE system
- General office admin: filing, photocopying, archiving as and when needed


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.

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Person Specification

Qualifications/Training	E / D*	How assessed***
Level 3 (or equivalent) Business Administration	D	CV
Level 3 (or equivalent) Customer Services	D	CV
ECDL (or equivalent computer user qualification)	D	CV
Experience		
At least 2 years working in a general office based role	E	CV
Working in the waste, industrial services or transport industries	D	CV
Specific Post Knowledge/Skills		
Good user level of MS Office (Word, Excel, Outlook)	E	CV/Interview
Accurate typing/data entry skills & typing to 30+ WPM	E	CV/Interview
Basic knowledge of relevant waste legislation (duty of care, EWC/SIC codes, premises codes etc)	E**	Interview
Personal Characteristics		
Good customer service manner	E	Interview
Conscientious to get work done without the need for constant supervision	E	Interview
Must be supportive of colleagues and willing to help others.	E	Interview
Keen to develop own knowledge in support of operations	E	Interview
Flexible approach to working hours	E	Interview

*Essential or Desirable

**Essential but may be achieved post-employment

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