

JOB DESCRIPTION

Job Title	Technical Support Officer
Service	Regulatory and Operational
Reports to	
Grade	13
Evaluation ref:	TR0131
Role purpose	
The Technical Support Officer within the Waste Management Directorate at Somerset Council is responsible for assisting with the day-to-day operations of waste management services. This role involves providing administrative and technical support to ensure the smooth running of waste collection, recycling, and disposal activities. The officer will work closely with team members, contractors, and residents to address and resolve routine waste management issues. Key tasks include data entry, maintaining records, and supporting the preparation of reports. The role also involves responding to public inquiries and assisting with the implementation of waste management initiatives. This position requires good organisational and communication skills, as well as a basic understanding of waste management practices.	
Accountabilities	
• Provide administrative support to the Waste Management team. • Assist in coordinating waste collection, recycling, and disposal activities. • Communicate with contractors, residents, and other council departments to resolve routine waste management issues. • Perform data entry and maintain accurate records of waste management activities. • Support the preparation of reports and presentations. • Ensure compliance with basic waste management regulations. • Assist in the implementation of waste management initiatives. • Respond to public inquiries and complaints regarding waste management services. • Monitor waste management services and suggest minor improvements. • Perform general office duties as required.	

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Knowledge / Experience / Qualifications / Skills			
	Essential	Desirable	
Knowledge			
Understanding of waste management principles and practices.	X		
Familiarity with waste management regulations.	X		
Knowledge of data entry and record-keeping techniques.	X		
Awareness of sustainability initiatives.		X	
Understanding of health and safety practices related to waste management.		X	
Knowledge of local government operations.		X	
Experience			
Experience in an administrative support role.	X		
Experience in data entry and record-keeping.	X		
Experience in waste management or a related field.		X	
Experience in customer service or handling public inquiries. (D)		X	
Experience in preparing basic reports.		X	
Experience in working with multiple stakeholders.		X	
Qualifications / Registrations / Certifications			
GSCE level 4 / C – pass in English and Math.	X		
Certification in data entry or office administration.		X	
Training in health and safety practices.		X	
Additional training in customer service.		X	
Professional development in relevant areas.		X	
Skills			
Good organisational and time management skills. (E)	X		
Effective communication and interpersonal skills. (E)	X		

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Proficiency in basic data entry and office software.	X		
Ability to prepare simple reports and presentations.		X	
Problem-solving skills for routine issues.		X	
Ability to work independently and as part of a team.		X	
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position			
Corporate Responsibilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: 01/11/2024