

JOB DESCRIPTION

Directorate:	Executive Directorate
Division:	Environment
Post No. & Job title:	T83 – Service Delivery Co-ordinator
Grade:	Grade 5
Responsible to:	Waste and Climate Change Manager – T241
Responsible for:	N/A
Job objective:	To provide project, administrative, technical and service delivery support to all aspects of the Environment Department

Main Duties and Responsibilities:

Communications, Human Resources and ICT

1. Be the lead system owner and act as the point of contact for Love Broxtowe App, Bartec and Meritec within the Environment Department. This will include undertaking user acceptance testing, initiating and implementing improvements for service delivery through the functions of the systems.
2. Liaise with other departments as an advocate for the service and provide a point of contact for all stakeholder enquiries. Delivering service requests, providing advice, assistance and information.
3. Record enquiries and requests from stakeholders for the Environment Division using all access channels including face to face. Identify and implement improvements and efficiencies for this service utilising all IT systems available.
4. Work with service managers to update the Council's public web based delivery and information services for the Environment Division; this includes the design and translation of technical service information into a plain English format.
5. Provide oversight and training on Meritec and Bartec for both current staff and new starters.
6. Allocate and manage appointments and bookings for the Environment Division through the Bartec.

Finance, Budgets and Resources

7. Research and order goods and services from a variety of supplier/s. Preparation of internal and external claims for payments including sundry debtors, processing of invoices (logging, recording receipt of goods, cost checking) through the utilisation of the Civica Financials System.

8. Using the financial and ICT systems undertake financial work in relation to the functions of Environment Department including reconciliations, invoicing, processing refunds,
9. Accept, allocate and reconcile monies in receipt of the Environment Division by all payment types this includes cash, cheques and online payment systems. This also involves providing budgetary support to the Finance division with regard to monies received.

Business Improvements and Corporate Management

10. Manage the and deliver the administrative and technical aspects of the annual garden waste renewal process. This includes user acceptance testing, engaging with stakeholders to arrange production and distribution of the annual subscription letter, processing payments and payment queries, resolving customer enquires, maintaining the Bartec and Meritec ICT systems and creating new collections rounds.
11. Manage and arrange the production of the annual refuse and recycling calendar. This includes engaging with stakeholders to arrange production and distribution.
12. Distribute service information; this includes promotional leaflets, letters, receipts and application forms and provide feedback to stakeholders in relation to the service area delivered.
13. Initiate, devise and implement methodology to achieve a continuous improvement and development function for the Environment Division. Through development of a working knowledge of the Council IT systems to include the preparation of process plans and maps.
14. Manage, collate, report and submit data in support of "Performance Management" of the Environment Department. This includes the cross checking of accurate statistical information, to input and maintain data records and the production of management reports in all formats utilising the IT system.
15. Provide project support in relation to business improvements and in support of achieving the corporate priorities for the Environment Department.
16. Where required provide a support role to the Business Support Team for the functions of the Environment Team.
17. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of T83 – Service Delivery Co-ordinator but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.