

SOUTH DERBYSHIRE DISTRICT COUNCIL JOB DESCRIPTION

DIRECTORATE: Operational Services

SERVICE: Operational Services

POST TITLE: Administration Assistant

GRADE: Scale 4

REPORTS TO: Senior Administration Officer

RESPONSIBLE FOR: N/A

JOB SUMMARY

1. To assist with administrative support within the Operational Services covering all aspects of administration relating to Street Scene and Waste and Transport.
2. To have specific responsibilities for administrative support.
3. To assist the Senior Administration Officer in the operational direction to current and future administrative support.

MAIN DUTIES AND RESPONSIBILITIES:

General

1. To assist in rectifying unsatisfactory performance in operational and contracted services.
2. To assist the Senior Administration Officer in the development and implementation of proposals for continuous improvement in operational performance.
3. To assist the Senior Administration Officer in the development of policies and service plans to meet committee and corporate objectives.

4. Assist in the use of benchmarking or other appropriate techniques agreed with the Senior Administration Officer for the purpose of continuous improvement for Council services.
5. To observe and actively apply all Human Resource policies and procedures.
6. To ensure adherence to the Council's Health & Safety Policy.
7. To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme when undertaking the duties of the post.
8. To comply with the Council's Employee Code of Conduct.
9. Undertake such other duties commensurate with the experience of the post holder and the grading of the post as may be reasonably delegated from time to time.

Specific Duties

1. To receive requests and complaints for all Operational Services functions from the public, internal departments, Granicus system, email, telephone and social media, to action a response according to agreed policies and reply.
2. To update the Granicus system with response details, prior to closing cases.
3. To update and maintain other information records, spreadsheets and Astun iShare (mapping) as appropriate.
4. To reply to enquiries regarding trade waste collections including the provision of quotes for new trade waste customers. To update relevant trade waste records according to enquiries and response.
5. To action responses to missed trade waste collections with refuse teams.
6. To answer requests for Clean Team work during office hours and to action a response within target times.
7. To update database records with details of Clean Team visits and to produce reports of Clean Team activities for internal enforcement teams and external Flycapture records.
8. To raise orders for goods and services for the Operational Services teams using the Agresso software system. This will include items such as wheeled bins, fuel, vehicle parts, items of plant, contractual orders, agency staffing and other equipment.

9. To liaise with Licensing and the garage staff to provide taxi test appointments during working hours and to maintain and update test records of same.
10. To provide administrative support to Service Managers to include filing, emailing timesheets to staffing agencies, logging vehicle weight tickets, co-ordinating responses to emergency situations and the upkeep of the office diary system.
11. To provide support, as required, to Waste & Transport Team and Street Scene Team.
12. To provide office cover between 8.00am to 4.00pm Monday to Friday. This will include answering telephones, taking messages, answering doors to callers and receiving deliveries.

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Issued by: Jacob Gentle-Parker