

Part Time Ops Support Assistant – Honiton

Job Description



Job Description

Department/location:	Future Industrial Services South
Hours of work:	Monday to Friday, 8-12hrs per week.
Reports to:	Treatment Manager, General Manager
Holiday:	25 days plus 8 bank holidays, pro rata
Other benefits:	Company pension and bonus scheme

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:

- 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.
- Provide support in the use of Effective and ENWIS systems.
- Answering all incoming calls within 3 rings, find out who is calling and pass on calls or messages accordingly and without delay.
- Opening and distributing post
- Franking post and taking to post box.
- Greeting visitors and dealing with deliveries.
- Completing reports on a timely basis
- Data input and invoice generation
- General office admin: filing, photocopying, archiving as and when needed
- Holiday cover for other OSA 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:

- 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
Prior 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		
Good user level of MS Office (Word, Excel, Outlook)	E	CV/I
Accurate typing/data entry skills & typing to 30+ WPM	E	CV/I
Basic knowledge of relevant waste legislation (duty of care, EWC/SIC codes, premises codes etc)	E**	I
Personal Characteristics		
Good customer service manner	E	I
Conscientious to get work done without the need for constant supervision	E	I
Must be supportive of colleagues and willing to help others.	E	I
Keen to develop own knowledge in support of operations	E	I
Flexible approach to working hours	E	I

*Essential or Desirable

**Essential but may be achieved post-employment

***Application Form or CV (CV); Interview (I); Presentation (P); Practical Assessment (PA)