



Job profile

Partnership Support Officer

Grade G

Group: Housing, Environment and Healthy Communities

Service: Highways and Waste - South Tyne and Wear Waste Management Partnership

Location: Central Depot, Park Road and Agile/Home working

Line Manager: Contract Manager

Car User Status: Casual

Job Purpose

To provide technical and administrative support to the South Tyne and Wear Waste Management Partnership team, including service monitoring and payment management.

The key roles of this post will include:

1. To provide technical and administrative support to the joint partnership team and partner authorities as appropriate.
2. To monitor and review the work of service providers to ensure adherence to contract specifications and standards and, where necessary work with appropriate parties to rectify problems to ensure effective, efficient services that are value for money.
3. To review, collate and interrogate contract data and financial information. To include designing and working with complex excel spreadsheets.
4. To collate, validate, review, and present information to management using both manual and computerised records. This will include working with data and producing data for reports, completing surveys and statutory statistical returns.
5. To manage financial administration and/or procedures to comply with financial requirements, including raising/paying of invoices and maintaining systems to help ensure accuracy of information.
6. To arrange meetings and events, including coordinating attendees' diaries, booking venues and rooms, organising the provision of appropriate equipment/facilities, preparing agendas, and producing minutes.
7. To assist in the promotion of waste management and related services,



including the preparation of presentations, written reports, and communication materials.

8. To provide a high level of customer service to all service users, including members of the public, partner authorities, and service providers, as appropriate.
9. To maintain a central record of all Contract Documentation and associated records in an appropriate form in which all alterations and amendments are clearly auditable. To include reviewing documentation and make relevant recommendations in relation to contract matters or queries.
10. To maintain and review procedural guides to ensure adherence to the terms of the contracts.
11. Such other responsibilities appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge and experience of:

- Microsoft Office, including designing and interrogating complex excel spreadsheets
- Using manual and computerised systems to collate, validate, review, and present data
- Communicating effectively using written and verbal styles
- Working independently and using own initiative
- Local authority administrative systems and procedures
- Managing a variable workload with the ability to prioritise to meet deadlines
- Managing financial systems and transactions

Qualifications:

- 5 GCSE at grade C or above, including Maths and English
- Full driving licence

Desirable:

Knowledge and experience of:

- The operations of local government
- Wastes management
- Contract management documentation
- Preparing written reports
- Coordinating and organising meetings and events
- Minute taking

Qualifications:

- European Computer Driving Licence (ECDL)
- NVQ Level 3 in Business Administration or Customer Care or equivalent



Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences