



CHANGWORKS RECYCLING
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WWW.CHANGWORKSRECYCLING.CO.UK
A CHANGWORKS COMPANY



BY APPOINTMENT TO
HER MAJESTY THE QUEEN
WASTE MANAGEMENT SERVICES
CHANGWORKS RECYCLING
EDINBURGH

JOB INFORMATION PACK

This pack contains the following information:

- Job details
- The application processes
- Contact details
- About the role
- Job description
- Person Specification
- Additional background information

Job details

Job title	Client Services Co-Ordinator
Job reference	CSC

The application process

Application by	CV with supporting letter
Application deadline	12 noon Monday 28 January 2019
Interviews	TBC

Contact details

Completed applications for this job	recruitment@changeworksrecycling.co.uk
General enquiries about this job	recruitment@changeworksrecycling.co.uk



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About Changeworks Recycling and the role

About Changeworks Recycling

Changeworks Recycling is the leading waste and resource management company in Scotland enabling businesses to:

- Comply with the Waste (Scotland) Regulations
- Reduce waste, carbon and costs

We provide an exceptional, needs-based and tailored separate collection service that manages our clients waste as a resource, enabling them to become more competitive by reducing waste, carbon and costs.

Every client is taken on a journey from design, implementation, performance measurement, analysis and review, through to waste prevention, and with full waste and resource value managed by Changeworks Recycling.

Changeworks Recycling was the first waste and resource management company to be awarded Zero Waste Scotland's 'Resource Sector Commitment' and is recognised as the clear market leader in the waste and resource management industry in Scotland.

Changeworks Recycling's business model demands high and exacting standards of service delivery across a diverse range of activities. Achieving an exceptional level of service on a day to day basis to some 2500 clients across central Scotland relies on strong teamwork and for all staff to uphold our values. Our ambitions include to be regarded as a centre of excellence, an aspiration fulfilled by the quality of our staff and demonstrated in our business delivery.

Our values are for staff to deliver with passion, integrity, innovation, collaboration and empowerment.

Changeworks Recycling is a successful social enterprise owned in equal partnership by Changeworks, one of Scotland's largest environmental charities, and Forbes Connor.

Visit our website www.changeworksrecycling.co.uk for further information.

Changeworks Recycling aims to be a place of work where -

- Our staff are accountable in the delivery of our responsibilities as we are trained, empowered and supported to deliver our objectives
- The whole team is connected to the ambition of the business, collaborates and share our wisdom
- Manage staff to the best of our abilities exercising integrity, openness and respect
- Work hard, share and benefit from the success of Changeworks Recycling

Job Description

Job title	Client Services Co-ordinator
Salary and grade	Grade A5 - £22,803 - £24,805 + profit share + 8% employer pension contribution
Location of job	Edinburgh
Hours and terms	37.5 hours per week. Permanent
Holiday terms	32 days per annum plus 3 statutory holidays

General terms and conditions

Responsible to	Quality Manager
Responsible for	N/A

Purpose of the job CLIENT SERVICES CO- ORDINATOR

To ensure exceptional levels of client service are achieved whilst meeting Changeworks Recycling objectives.
To maintain effective day to day communications between our clients and our service team by phone and email.
To provide support to the Changeworks Recycling service team, linking internal departments and external parties

Main tasks and activities

1. Manage incoming client queries including service enquiries, client problems, complaints, and quotations, to meet the needs of both the client and Changeworks Recycling. Received via phone and email, respond in an efficient and accurate manner (KPI 4 hours), passing on unsolved issues to line manager:
 - Receive and action requests for deliveries, additional collections, rescheduling collections, and bin deliveries and repairs
 - Quote for one off "special uplifts"
 - Advise and support clients on the best waste and recycling practices
 - Prioritise and administer in a highly organised and efficient manner at all times, to effectively manage a high volume of incoming queries
 - Amend client calculation sheets and change service schedule where applicable
 - Manage central inbox, distribute and delegate enquires as appropriate
 - Ability to deal with challenging conversations with clients when required, maintaining a professional manner at all times
2. Schedule collections in response to requests to meet client satisfaction and route optimisation
 - Detailed understanding of logistics and collection schedules to accurately allocate collections to the most suitable vehicle using our PODfather system
 - Communicate effectively with service team to ensure a client service and efficiency balance is achieved
 - Effectively communicate with clients if their requests are not possible

- Record accurately all activities using our PODfather database
3. Communicate with clients to ensure satisfaction, problem solve or signpost when appropriate
 - Establish rapport with clients with an open and engaging manner
 - Use effective questioning techniques to establish levels of satisfaction
 - Signpost continuing 'problem clients' to line manager
 - Maintain a courteous and positive disposition with clients at all times.
 4. Identify and implement client service efficiency improvements
 - Identify opportunities to improve client service for example scheduling improvements
 - Identify opportunities to deliver additional services and propose these to the client
 5. Manage Sub-Contractor Performance and communicate effectively on a day to day basis with sub-contractors to achieve exceptional levels of service.
 - Build strong relationships with sub-contractors to ensure open communications are maintained
 - Reactively address overweight/contaminated/missed bins from subcontractors and present solutions
 - Analyse data collected and make required changes to service to meet the needs of the clients and sub-contractors
 - Understand agreed service levels and ensure they are upheld
 6. Responsibility for delivery of timeous and accurate inductions
 - Adding sites to PODfather system, scheduling Inductions and contacting new clients
 - Add driver notes, photos, maps etc. for driver information on new sites
 - Liaising closely with Finance, CRM, Sales, Operations, and Warehouse teams to ensure smooth set up for clients
 7. Manage admin activities across Changeworks Recycling Service Team
 - Support operations team with administrative duties, such as data collection, producing communications, preparing emails, responding to enquiries, and reviewing processes
 - Support the operations team with projects such as route optimisation and van changes
 - Support Warehouse team with administrative duties when required
 - Manage uniform stock and issuing of new and replacement uniforms. Liaise with Supplier regarding branding, delivery, and costings
 - Update and maintain uniform policy
 - Update data protection policies and communicate with business as required
 - Participate in the internal audit of certifications, such as ISO accreditation, and undergo training as appropriate
 - Manage the Health and Safety and Near Miss logbook
 - Support production of training materials and organization of training delivery
 - Take stock for internal bins, posters, and stickers, and request orders where needed
 - Pay and record all parking fines
 - Identify opportunities to improve business efficiency
 8. Support other team members as directed by line manager

Person specification

Please be prepared to demonstrate how you meet the following criteria in your application.

Skills	Essential	Desirable
Efficient and precise communication skills, both verbal and written.	✓	
Data analysis skills with an ability to exercise accuracy in data recording and management.	✓	
Structured organisational and time management and skills.	✓	
Effective questioning skills in order to understand barriers clients face or perceive in relation to poor quality recycling.	✓	
Analytical and methodical approach to problem solving.	✓	
Ability to take decisions when appropriate and work in an unsupervised manner.	✓	
Proficient use of Microsoft Office, in particular Word, Excel and Powerpoint, email and internet.	✓	
Personal attributes		
High expectations of maintaining and continually improving own professional standards.	✓	
Maintain a personable yet professional and positive outlook with clients at all times.	✓	
A natural forward planner who critically assesses own performance.	✓	
Credible and confident in dealing with a wide range of business professionals and service situations.	✓	
Reliable and task oriented, taking responsibility and accountability for completion to every parties satisfaction.	✓	
Knowledge		
Clear understanding of established customer service procedures and minimum standards.		✓
Thorough understanding of possible service issues and the preferred solutions available.		✓
Understanding of Scottish policies relating to waste, carbon reduction and climate change		✓
Other		
A commitment to equal opportunities and social diversity.	✓	

Decisions made by the postholder

- Some organisation, management and prioritisation of personal workload



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Key contacts

- Internally: team members and other Changeworks Recycling employees
- Externally: prospects, clients, sub-contractors, suppliers

Creativity

- Wide range of written and verbal communication.
- Using own initiative to provide best possible outcomes

Complexity

The post holder must be able to:

- Manage client expectations and problem solve to meet the expectations of all stakeholders.
- Demonstrate flexibility and versatility.
- Show an understanding of the importance of effective and balanced team dynamics.
- Fully understand all business processes (from sales to service delivery, pricing structures and Podfather system processes)
- Maintain high level of attention to detail

Special conditions

- There is no provision for overtime payments.
- This job description is illustrative, other tasks and responsibilities appropriate to the Grade may be added in consultation.