



Job description and employee specification

Job title:	Operation Administrator	Location:	Swindon Rd, Cheltenham (Tewkesbury Contract)
Reports to:	Operation Manager	Working hours:	37 hours per week
Job number:		Salary grade:	£27,254 to £28,142, Per Annum
Supervises:	n/a		
Main purpose of the job:	The post of Operations Administrator reports to the Operations and Transport Manager. The post holder will support Ubico in terms of the waste and recycling service. This job description operates in conjunction with the company's constitution including the scheme of delegations. • to be responsible for ensuring personal health and safety by following safe systems of work, and by meeting the requirements of the health and safety policy. • to ensure that the company's equal opportunities policies are followed and actively practice social inclusion within own area of service. • to read and respond to company communications and information which is disseminated. • to participate in the company's agreed performance appraisal system. • ensure all resources (including IT hardware and software) are used safely, legally and efficiently. • to comply with standing orders, financial regulations and all other company policies and systems for ensuring financial probity. • to ensure personal compliance with the Data Protection Act, Freedom of Information Act, Regulation of Investigatory Powers Act (RIPA) and any other specific legislation that impacts upon, and exists to protect, the corporate health of the organisation, whether relating to personnel management or service delivery. • To comply with all aspects of the corporate health, safety and welfare policy and safe systems of work. • To carry out any other duties that may be required commensurate with the general level of responsibility for the post. • Process customer enquiries, complaints and requests for service received via post, email, telephone or personal contact from the shareholders. • Run system reports and prepare and process charging runs within scheduled timescales. To include the company internal and external charges (e.g. fuel, contract works) the provision of accurate billing information to commissioners. • Reconcile debit card expenditure to receipts and bank statements. • Process and check monthly weighbridge data reports and resolve any anomalies, enter the data into the relevant database for statutory waste data flow returns. Provide the shareholders with accurate information to raise debtor invoices for recycling credits and income. • Enter data into appropriate information technology systems and assist in the ongoing maintenance of the database (including fleet management support). • Interrogate systems to access information for technical/management support. • Communicate service delivery information to front line teams and the customer service teams of commissioning authorities.		

	• Assist in the receipt of payments for service in accordance with existing procedures and audit guidelines, including cash receipts. • Process creditor invoices from receipt through to final management certification. • Assist management/officers in the raising of purchase orders for goods and services from external suppliers. • Assist in verifying creditor invoices and contract statements by cross referencing to original orders and subsequent variations. • Provide administrative support to the company, including other Ubico offices, such as word processing, record keeping, personnel records, filing, archiving and the sorting of mail. • Support the Operations & Transport Manager in the management of the local depot. • Comply with all current systems and procedures in operation within the company. • To provide assistance and support to Operations Supervisors.
Key duties and responsibilities:	This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes. This is what we need you to do: All employees of Ubico are also expected to: • Work to add value to, and be a valued member of, the team and to be valued by customers. • Comply with the organisation's health and safety policies and safe systems of working. • Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation. • Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation. • Be committed to and demonstrate the values of the organisation which are to: Deliver quality – what we do, we do well. Be safe – look out for yourself and others. Do the right thing – make good decisions and treat people with respect. Care for our environment – protect where we live and work. Strive to be cleaner and greener. Work together – communicate well and help each other.
Essential requirements - qualifications, skills, abilities, knowledge and experience:	Qualifications ○ A business administration qualification or relevant experience ○ Word, Excel, Powerpoint and Outlook advance skills
Desirable requirements - qualifications,	○ Computer skills ○ Communication verbal and



skills, abilities and experience:		
Special conditions:	• There may be a requirement to work at other locations to meet the needs of the business. • Expected to work reasonable additional hours in line with the needs of the service.	
Date created:	23/10/2025	
Date reviewed:		
Created/reviewed by:	Henry Norridge	Operations Manager