



Job description and employee specification

Job title:	Operation Administrator	Location:	Gloucester (Eastern Ave)
Reports to:	Operation Manager	Working hours:	37 hours per week
Job number:		Salary grade:	D1 £27,254 to D2 £28,142
Supervises:	This role does not have supervisory responsibilities.		
Main purpose of the job:	<p>The Operations Administrator supports Ubico’s customer service, operational, and administrative functions. The role manages customer enquiries, complaints, and service requests while coordinating with frontline teams. It handles stock control for PPE and waste containers, processes weighbridge data, records waste movements, and ensures statutory compliance. Duties include running system reports, preparing charging runs, supporting billing and invoicing, and maintaining accurate databases. The post also provides reception support, raises purchase orders, assists with HR meeting notes, and delivers general administrative tasks across offices. The role supports the Operations & Transport Manager and follows all organisational policies, values, and health and safety requirements.</p>		
Key duties and responsibilities :	<p>This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes.</p> <ul style="list-style-type: none"> • Process customer enquiries, complaints and requests for service received via post, email, telephone or personal contact from the shareholders. • Liaise with front line staff in the investigation of complaints and customer requests. • Undertake stock control duties, including PPE and waste containers, and maintain records of the issuing of personal protective equipment. • Work as the ‘front of house’ representative on reception, greeting visitors, addressing staff queries, receiving deliveries. • Run system reports and prepare and process charging runs within scheduled timescales. To include the company internal and external charges (e.g. Sports pitch bookings) the provision of accurate billing information to commissioners. • Process and check monthly weighbridge data reports and resolve any anomalies, enter the data into the relevant database for statutory waste data flow returns. • The processing and recording of waste movements, maintaining records of the waste movements to ensure legal compliance. • 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 databases. • Communicate service delivery information to front line teams and the customer service teams of commissioning authorities, face to face, emails and calls • Assist in the HR meetings with the employees to take a notes 		

	<ul style="list-style-type: none"> • Assist in the raising of purchase orders for goods and services from external suppliers. • 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 the operations team. • To carry out any other duties that may be required commensurate with the general level of responsibility for the post. <p>This is what we need you to do: All employees of Ubico are also expected to:</p> <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • Be committed to and demonstrate the values of the organisation which are to: <ul style="list-style-type: none"> ✓ 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.
<p>Essential requirements - qualifications, skills, abilities, knowledge and experience:</p>	<p>Qualifications</p> <ul style="list-style-type: none"> ○ Word, Excel, Powerpoint and Outlook advance skills ○ Communication verbal and written skills
<p>Desirable requirements - qualifications, skills, abilities and experience:</p>	<ul style="list-style-type: none"> ○ A business administration qualification or relevant experience
<p>Special conditions:</p>	<ul style="list-style-type: none"> • 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. • You will need use of a car for work purposes.
<p>Date created:</p>	<p>20/03/2026</p>



Date reviewed:	20/03/0026	
Created/reviewed by:	Tony Hunter	Operations and Transport Manager