

JOB DESCRIPTION

Position/title	Commercial Bin Co-ordinator	
Department	Commercial & Marketing	
Location	Station Road, Blackrod, Bolton	
Hours	37.5 hours per week, Monday to Friday	
Job Banding	Band 3	
Reports to	Commercial & Marketing Manager	
Other Key Relationships	Managing Director Operations Director Waste, Commodities & Planning Manager Transport Manager Commercial & Marketing Team	Customers & Suppliers Operations Manager Yard Team Drivers/Refuse Collectors Health, Safety & Compliance Team
General Summary	Responsible for planning and co-ordinating an efficient commercial bin round service to a wide range of customers. Work effectively with the Waste Account Managers, drivers and refuse collectors to ensure a high standard of customer service at all times.	
Core Responsibilities	<p>Planning</p> <ul style="list-style-type: none"> Responsible for the daily planning and the dynamic allocation of work to vehicles/routes. Process and schedule new bin customers, arrange bin deliveries and assign them to the appropriate round using Trail Finder to ensure the most efficient routing and service coverage. Ensure amendments and additional bookings are scheduled into the rounds as required. Adjust and reroute bin rounds in response to driver requests, ensuring efficient routes and minimal disruption to service. Verify the next day's rounds are fully assigned and correctly ordered, print daily bin run sheets ready for the drivers to collect at the end of their shift ready for the next day. Ensure drivers are provided with the relevant keys required for access to sites on their allocated round. Assign drivers and runners effectively to daily rounds, covering with available trained staff as and when required, to ensure an efficient service at all times. Ensure that vehicle schedules are planned effectively around planned maintenance and busy periods to avoid any disruption to the rounds. Plan bin requirements in advance for peak holiday periods, such as Christmas and Bank Holidays, and communicate clearly and effectively with bin customers regarding changes to service to ensure smooth service continuity. Ensure that drivers and refuse collectors adhere to the correct procedures at all times when out on rounds and delivering bins, and that operations are kept smooth, safe and consistent. Monitor round performance and make adjustments to improve service reliability and productivity, liaising with drivers to gather feedback on route practicality. Track missed bins and service issues, ensuring timely resolution and customer communication. 	

Finance & Record Keeping

- Help the account manager with the preparation of documentation for each bin customers, e.g. Waste Transfer notes.
- Ensure bin customer waste transfer notes are kept updated and signed as required to maintain compliance for both us and the customer.
- Set up new customers on Waste Logics and provide them with access to the online portal.
- Ensure each customer account is set up with the Finance team.
- Ensure customers have activated their Direct Debit in advance if their bin being delivered to site and contact them before the delivery date if this has not been completed.
- Work in conjunction with Credit Control to identify any customers who are on hold and the reasons for this, as well as to ensure outstanding payments are chased and received.
- Communicate in a timely manner to the Waste Account Manager the details of any customers who are on hold, to enable them to contact them to try and resolve the issue ahead of the scheduled service.
- Log all customer queries onto the CRM system and be able to navigate the system effectively.
- Accurately sign off all completed jobs and clear the system so that accounts have an accurate record of payments due for the end of the month payment request, and that customers are billed correctly and on time.
- Carry out regular audits of the planning schedules to identify any areas for improvement.

Stock

- Maintain stock levels for bins and bin stickers, stock checking and ordering as required to maintain the service.
- Prepare bins for delivery, ensuring they are accurately and clearly labelled and that the correct bins are allocated to the customers.
- Assist with the delivery of bins, as and when required to maintain service continuity.
- Maintain a clean, tidy and well-organised bin and van area.
- Receive and process new bin deliveries efficiently, ensuring everything is accounted for and ready for use.

Customer Service

- Be a main point of contact for our customers, maintaining a good relationship with all and always delivering outstanding front-line customer service.
- Deal effectively and professionally with all queries from customers, drivers and refuse collectors, taking ownership for resolving any issues proactively or liaising with the wider team and/or Transport Manager as required.
- Provide the wider Commercial team with up to date price lists and collection days to enable them to quote correctly and set provisional collections days based on the customer's location.
- Confirm the delivery and schedule of collections for each customers by email to the Account Manager.
- Adhere to cancellation procedures, ensuring that the drivers are aware of the cancellation, that bins are removed from customer site and future scheduled collections are cancelled, keys are collected, Waste Logics is updated, and last payment date is communicated to the customers.
- Contact customers at the appropriate time to give notice of any annual price increases.

	<ul style="list-style-type: none"> • In conjunction with the Transport Manager, carry out a daily debrief with drivers to discuss issues, such as overfilled bins, customer requests, access issues, missed collections etc. and contact the customer in a timely manner to discuss and resolve. • Build sustainable relationships and engage customers by going the extra mile. • Represent the company in a professional capacity at all times. • Work effectively with other internal departments to resolve customer queries. <p>Other</p> <ul style="list-style-type: none"> • Keep up to date with current and upcoming legislation changes, e.g. Simpler Recycling, and understand how this will affect our operation and compliance requirements. • Carry out research on a regular basis to ensure that we remain competitive, e.g. price checks, secret shopper, information gathered from customer enquiries. • Ensure proper handover and coverage arrangements are in place during period of leave. • Communicate effectively with internal team members by telephone and email system. • Assist the Transport Manager and wider Commercial team with the investigation and resolution of any customer complaints and queries, providing information as required. • Develop and maintain a broad knowledge of the full range of our company’s services. • Ensure the office is kept clean and tidy and presented in a professional condition. • Any other duties commensurate with the role, as instructed by the Commercial & Marketing Manager and/or the Operations Director.
Health and Safety	<ul style="list-style-type: none"> • All individuals have a responsibility, under the Health and Safety at Work Act (1974) and any subsequent regulations, to ensure that the Company’s health and safety policies and procedures are complied with to maintain a safe environment for our employees, customers, and site visitors. • Challenge staff and site visitors who do not follow the site safety procedures. • Assist in maintaining the health, safety, and welfare of people (including yourself) • Follow the Company guidelines in reporting faulty or defective equipment. • Ensure all staff, customers and visitors are wearing the appropriate PPE. • Report any risks or near misses to the Health, Safety & Compliance Manager.
Personal and Professional Development	<ul style="list-style-type: none"> • Undertake any necessary activities to ensure that your own professional qualifications are maintained. • Ensure ongoing personal and professional development by participating in performance reviews as requested. • Identify and undertake activities to develop knowledge, skills and understanding where any gaps have been identified.
Confidentiality and GDPR	<ul style="list-style-type: none"> • All staff must maintain the confidentiality of information about the Company, employees, or our customers in accordance with the Data Protection Act 2018. • Individuals must not, without prior consent disclose any information relating to the Company, employees, or our customers.
Governance	<ul style="list-style-type: none"> • Support the Company to work within the specific regulations such as governance and frameworks for the industry.
Policies and Procedures	<ul style="list-style-type: none"> • All employees and site visitors are required to comply with the policies and procedures in place at J. Dickinson & Sons (Horwich Ltd), without exception.

Company Values	     
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PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Good standard of education, including GCSE or equivalent in English and Maths	
EXPERIENCE & KNOWLEDGE	Basic understanding of waste management industry legislation, or willingness to learn Geographical awareness (route planning, distances, journey times etc.)	Experience within the recycling, waste or comparable plant industries Proven experience working as a planner in a fast-paced, busy environment
SKILLS & ABILITIES	<p>Outstanding planning skills, with the ability to prioritise work and manage multiple demands</p> <p>Ability to understand customer/supplier needs and develop tailored solutions</p> <p>Ability to generate and recognise new ideas and opportunities to develop the business</p> <p>Able to carry out work which requires lifting/pulling, heavy lifting and physical effort</p> <p>Good decision making, negotiation and influencing skills</p> <p>Skilled communicator with the ability to build excellent working relationships, both internally and externally</p> <p>Ability to work effectively, and to meet deadlines, in a fast-paced, high volume operation</p> <p>Able to work proactively, independently and on own initiative</p> <p>Analytical and able to quickly assess issues and recommend and/or implement solutions</p> <p>Adaptable and able to work effectively as part of a team</p> <p>Ability to work collaboratively with other areas of the business to maximise productivity</p> <p>Good numeracy, literacy and IT skills</p> <p>Excellent customer service skills</p> <p>Strong attention to detail and accuracy</p> <p>Willingness to adapt and develop skillsets and knowledge</p>	
OTHER	<p>Demonstrates commitment to own learning and development</p> <p>Relentlessly pursues the highest standards of performance required to deliver the best results for the company</p> <p>Reliable, punctual and good levels of attendance</p> <p>Positive attitude to change and the need for flexibility in planning and behaviours</p> <p>A commitment to the values of J. Dickinson & Sons</p>	Full, clean driving licence which entitles the holder to drive in the UK