



Role Profile/Job Spec – Business Incident Co-ordinator

Service	Business Compliance
Job title	Business Incident Co-ordinator (BIC) - Compliance
Post No	-
Salary Grade	£25,000
Hours	40 hours Per Week
Responsible To	Compliance Operations Manager
Responsible For	-

Role Purpose:

To work as part of a team to deliver high quality compliance services for Greener Ealing Limited.

Job Description:

Provide direct support to the Compliance team to help ensure that the following elements are achieved:

1. Ensure GEL receives and complies with direct notification of all incidents, injuries and close calls, property damage, vehicle accidents, environmental issues, and any interaction with appropriate regulatory bodies; and then facilitate the necessary follow up and onward reporting.
2. Review the business incidents and decide upon the level of investigation that may be necessary in conjunction with GEL HSEQ and Compliance Operations Manager.
3. Ensure that details of the incidents are entered into ALCUMUS, updating the entries as further information becomes available. Work with appropriate operational Managers to carry out initial and final investigation reports with all supporting materials, and ensure actions are raised in line with investigation recommendations.
4. Where the potential for legal privilege arises, discuss with HSEQ Manager/Compliance Operations Manager: where there is the potential for legal litigation, notify the relevant Legal team of the pending investigation and incident.
5. Work with appropriate operational Managers to carry out initial and final investigation reports with all supporting materials, and ensure actions are raised in line with investigation recommendations
 - Track the actions through to completion, updating ALCUMUS with information and evidence as appropriate, and providing trend analysis on incidents
 - Administer PCN vehicle fines across all divisions in liaison with appropriate Operations Managers
 - Administer vehicle MID database and insurance management process with insurers, repairers and suppliers (GPLFS)



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Our Values – 4Cs

Gel's values set out what we stand for and how we will behave at work. They are the basis of how we will deliver our Vision of *being recognised as one of the leading environmental services providers in West London and across the capital.*

1. **Customer comes first** – remembering our purpose and doing the very best for the people we serve.
 - We achieve this by - being considerate, responsive and polite at all times and by being careful not to leave any mess.
 - We don't achieve this unless we treat our customers as we would like to be treated ourselves.

2. **Collaborative** – with workmates and others.
 - We achieve this if we - act as one organisation or team, sharing information and knowledge, and if we support each other wherever we can
 - We don't achieve this if we - don't work as a team, ignore what others are doing or planning to do, or if we make decisions without involving other service users

3. **Caring** – about the health safety and welfare of our employees.
 - We achieve this when we - take responsibility for our own health, safety, welfare and wellbeing and also that of others. This includes being respectful and supportive towards colleagues, taking care to maintain a healthy work-life balance, and challenging behaviours that are inconsistent with Gel's Dignity at Work policy.
 - We don't achieve this if we – not serious enough about health, safety, welfare and wellbeing; are unsupportive; or if we don't have each others' backs.

4. **Committed** – to delivering services, to innovation, tackling problems and finding better ways of working.
 - We achieve this when we – take the initiative to find or suggest better ways of working, listen to each other, and share good ideas.
 - We don't achieve this unless we – keep an open mind and accept there may be better ways to get the work done.

We know that we will only deliver our Vision through each of us pulling together, working within the spirit of our Values, to make GEL one of the leading environmental services providers in West London and across the capital.



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ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Excellent communication and numeracy skills. GCSE in Maths and English or equivalent (grades A-C/9-4) or substantial experience in a similar role.	An understanding of HSEQ.	Application form/Assessment
Relevant Experience	<p>Proven experience of using a range of Microsoft IT systems including excel.</p> <p>Ability to meet deadlines.</p> <p>Demonstrate experience of working as part of team.</p>	<p>Proven experience of working within a compliance team.</p> <p>Experience of using Alcumus and vehicle MID database.</p>	Application Form/Interview/Assessment
Skills and abilities	<p>Ability to write reports and analyse information.</p> <p>Ability to input data into computerised systems.</p> <p>Ability to work to a high degree of accuracy.</p> <p>To be able to work under own initiative as well as part of a team.</p> <p>Ability to organise and prioritise own workload to ensure individual targets</p>	<p>Proven ability to work with minimum supervision.</p> <p>Highest standards of personal integrity.</p> <p>Commitment to highest levels of service delivery.</p> <p>Take responsibility and</p>	Application Form/Interview



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	<p>and team deadlines are met.</p> <p>Able to work closely and establish positive relationships with internal and external stakeholders.</p> <p>Knowledge and understanding of Equal Opportunities and diversity issues.</p>	<p>adopt company ethos.</p>	
<p>Specialist working conditions</p>	<p>N/A</p>	<p>N/A</p>	