# Job Description and Person Specification

## Job details

Job title: Waste Collection Operative (Refuse and Recycling Loader)

Grade:

Reports to: Works Supervisor

Responsible for:

Directorate and Service area: Highways and Waste, Waste Collections Team

## Purpose of the job

To undertake the collection and disposal of all residual and recycling (including, but not limited to, dry recycling, food waste, green waste and recycling centres) from residential, commercial and industrial premises throughout the district.

## Principal responsibilities

1. The collection of all types of refuse and recycling from residential and commercial premises as directed in wheeled bins, trade bins, and sacks.
2. To collect all properties missed on route collections allocated to you on via the in cab system or as directed by the Works Supervisor, Senior Works Supervisor or Collections Manager.
3. To assist the driver in reversing/manoeuvring of the vehicle following the Council’s Reversing procedure.
4. To carry out collections in a neat and tidy manner ensuring spillages are cleaned up at the time of collection.
5. Take into account road conditions and other road users ensuring the safety of yourself, other employees and members of the public.
6. To carry out and record daily/weekly vehicle and equipment checks in full compliance with the manufacturer’s guidance, driver’s handbook and report any defects using the defect reporting procedure.
7. To wear and use the Council’s protective uniform/equipment correctly.
8. To conduct all duties in a safe and proper manner as defined in the risk assessments and safe working practices. At all times to follow the training/advice given in respect of manual handling. To operate the bin lift and other equipment on the vehicle in a safe manner, following safe working practices.
9. To assist with the daily/weekly maintenance and cleaning of the depot and vehicles.
10. To assist with the delivery of new and replacement bins, new sacks, calendars and leaflets to properties when required.
11. To assist other crew members, providing advice and direction particularly to new employees and agency workers.
12. To respond to queries from members of the public and provide advice and information or direct them to the appropriate place to obtain the information they require.
13. To use the electronic reporting device and provide updates as the collections take place for live reporting.
14. To maintain professional conduct at all times to enhance the Council’s reputation for providing services to the highest standard and quality.
15. To report near misses, accidents and incidents as they occur.
16. To work weekends/bank holidays when requested by your line manager to meet Service need due to adverse weather, bank holiday catch up or other unforeseen circumstances.
17. Be able to operate a cross team approach working to deliver high quality standards and ongoing continuous improvement for the service.
18. Provide witness statements and attend Magistrates Court as required in support of the Council’s prosecution of fly tipping and other environmental offences that you have been directly involved in, in finding evidence as part of your role.
19. Ensure that all activities are carried out in line with the Council’s safe working practices, ensure correct use of uniform and personal protective equipment, and risk assessments.
20. Represent the Council in an efficient and professional manner in the course of their duties, maintaining accepted professional standards, the Council’s policies and procedures and appropriate legislation (including Data protection, equalities, safeguarding and counter terrorism)
21. Undertake any other duties as directed by the Works Supervisor.

## General responsibilities applicable to all jobs

1. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is always taken for the health, safety and welfare of yourself and other persons).
2. Support, contribute and comply with quality and governance procedures as directed by the line manager
3. Advise line manager of any issues which prevent the post holder from completing the duties as described above.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
5. To wear the Council’s protective uniform correctly and comply with all Health and Safety legislation/regulations, including: safe working practices, risk/COSHH assessments.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Key Knowledge, Skills and Behaviours

* Ability to work outdoors in all weathers.
* Ability to walk, bend, kneel and stand for long periods of time and perform heavy lifting if needed.
* Ability to work weekends on a rota basis.
* Should have a positive attitude to a physically demanding role.
* Ability to work in a team or individual based environment.
* Flexibility and willingness to be involved in all aspects of the Collections operation.
* Ability to work well unsupervised, manage time effectively and be self-motivated.
* Must be polite and helpful with the public, representing the Council Values and Behaviours at all times.
* Present spoken communication in a polite, friendly and respectful manner seeking to ensure mutual understanding
* Ensure that all work carried out by you is in line with business and service plans and supports the overall aims and ambition of the Council
* Plan your workload effectively, reporting achievements, and problems to appropriate managers and project leaders
* See tasks and objectives through to completion
* Approach challenges with drive and enthusiasm
* Strive for continuous improvement in your work and manage your learning and development to enable you to perform to the best of your ability
* Create novel solutions to improve services and ways of working and challenge conventional practices
* Be enthusiastic about the Council’s services and look for opportunities to promote and sell them
* Take responsibility for managing your time, seeking efficient ways to carry out your work, maximising your output and minimising wastage
* Use and acquire materials effectively and efficiently minimising wastage, recycling where possible, and striving for cost effectiveness
* Demonstrate consideration, and respect for other’s feelings and opinions and avoid judging and making assumptions
* Maintain positive working relationships with external contacts in order to maintain the reputation of the Council
* Seek to actively solve problems and avoid passing the issue on to others or leaving the problem unresolved

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | Experience of working in an outdoor environment and of undertaking a range of manual tasks. | Experience of working in a customer facing environment.  Experience of waste collection |
| Experience and Knowledge | Understanding of Health and Safety systems including manual handling and risk assessments. | Basic mechanical knowledge |
| Ability and Skills | Ability to work outdoors in all weathers.  Ability to walk, bend, kneel and stand for long periods of time and perform heavy lifting if needed.  Positive attitude to a physically demanding role.  Ability to work in solo or in a team environment.  Flexibility and willingness to be involved in all aspects of the Collections operation.  Able to work well unsupervised, manage time effectively and be self-motivated.  Be polite and helpful, representing the Council’s values and behaviours at all times. |  |
| Equal Opportunities | General understanding the equalities requirements in the context of the provision of the Collections service. |  |
| Additional Factors | Able to be flexible.  Occasional requirement for working on the evenings or weekends. |  |