

Hyndburn Borough Council

Job Description

Job Title:	Waste Services Operative
Post No.:	EH108
Service:	Environmental Services
Agreement:	NJC For Local Government Services
Range:	Scale 4 SCP 8-12
Other:	Safety Critical role

Organisational Relationships:

Reports to:	Waste Services Team Leader/Waste Services Officers
Supervises:	None
Coordinates with:	Other employees within the Authority. Also, representatives of external organisations and customers.
Customer Focus:	As a public servant any duties of the post which require contact with or provision of service to the Authority's customers shall be carried out in a courteous, helpful and professional manner in line with the Customer Care Policy adopted by the Council.

Primary Objective(s):

- To deliver a wide range of Environmental services such as the collection waste materials from households / trade properties, off the streets and open spaces and wider street cleaning within the Borough.
- To take responsibility for your own Health and Safety and that of your colleagues and members of the public.
- To be part of a team that achieves all daily targets within the normal working day, driving duties may apply when required.
- To promote and support the principles of waste minimisation and recycling and improve environmental cleanliness in a positive manner.

Main Duties & Responsibilities:

- 1) On a day-to-day basis, undertake the collection of all waste materials from households / trade properties, streets and open spaces within the Borough.

- 2) To be a willing team player and ensure that all your daily tasks are completed within the normal working day, including assisted collections, pickups, missed collections, clearing fly-tips etc.
- 3) To be committed to the aims of the service and achieving all performance targets.
- 4) To display the Council's Corporate Values and be a willing member of a wider group of Environmental Services staff providing daily services to the taxpayers of the Borough.
- 5) To carry out all your duties with due regard to your own, fellow crew members and members of the general public's Health and Safety.
- 6) To act as reversing assistant and assist the driver of collection vehicles in manoeuvring the vehicle, especially when reversing.
- 7) To be committed to getting the job done right first time and flexibility to help when needed to ensure all daily tasks are completed on time, mobile working will be part of the role.
- 8) To present receptacles to vehicles and load the appropriate contents into the appropriate compartments and return receptacles to the correct properties and / or the correct positions taking special care with assisted collections and communal collection points.
- 9) Deliver information leaflets and add information to labels and attach to waste receptacles or post letters where householders are not conforming to the Council's policies.
- 10) Provide polite assistance and advice to residents to assist them in managing their waste.
- 11) To help keep the environment clean by safely dispose of hazardous substances and materials such as needles, asbestos, dead animals and reporting items which cannot be physically moved by the whole collection team.
- 12) To assist the driver in completing daily information submission and daily vehicle checks and on the job training of any temporary or new employees after their initial induction training.
- 13) To be flexible to assist with the delivery of other Streetscene activities as required, e.g. street sweeping, litter picking, clearing fly tipping, bulky household collections, deliveries and drive certain Council vehicles as required and as permitted by a standard car driving licence.
- 14) To always deal with customers and colleagues openly and fairly and promote mutual respect.
- 15) Any other duties which may from time to time be required by Waste Services Team Leader or Waste Services Officers which are commensurate with the grading of the post
- 16) To operate in accordance with Council priorities and compliance relating to Health and Safety, Equal Opportunities and Customer Care.

17) To undertake duties as required by line manager or the Head of Service.

In order to ensure that job descriptions are kept up to date, all employees are given the opportunity to regularly review their roles through the Authority's Performance & Development Reviews (PDR). Staff are therefore required to take a reasonable and flexible approach to changes arising from working practices or changing workloads.

Equality Act 2010 - *Where appropriate the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability*

Hyndburn Borough Council is committed to encouraging and supporting employees to achieve a Level 2 qualification in English and Maths.

Person Specification

Job Title: Waste Services Operative			
Criteria are measured using 4 different sources: Application Form (A), Interview (I), Test (T), References (R)			
Job Criteria (Based on Job Description)	Essential	Desirable	Measured by
Qualifications: - Category B driving licence or willing to gain this qualification within the 24 months of the start date. - Category C1 driving licence		✓ ✓	A/I A/I
Experience: - Experience of working and delivering services to deadlines. - Experience of working outdoors in all weather conditions. - Experience of delivering services to householders/members of the public. - Experience of undertaking waste collections, street sweeping or other Environmental Services activities.	✓ ✓ ✓	✓	A/I A/I A/I A/I
Knowledge/Skills/Abilities: - Ability to lift and carry heavy weights on a frequent and repetitive basis and walk considerable distances. - Be committed to achieving targets & getting the job done right first time. - Be a willing team worker. - Be flexible and willing to work across the various activities undertaken by the Waste Service section. - Ability to deal with customers / residents in a polite and friendly manner. - Have good literacy, numeracy and communication skills. - Ability to drive certain collection vehicles (standard car licence) - To manage your own and that of your colleague's Health and Safety - Have an understanding of waste minimisation and recycling.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓	A/I A/I A/I A/I A/I A/I/T A/I A/I/T A/I
Additional Requirements: Regular and Reliable Service, (the Council does not wish to employ individuals who have a poor history of attendance at work, where there is no underlying medical reason for the absence).	✓		R

• A commitment to customer care and equal opportunities and an understanding of how to put these into practice.	✓		A/I
• Commitment to the principles of local democracy.	✓		A/I
Other:			
• Willing to work out of hours, including evening, weekend and Bank Holidays.	✓		A/I
• Be physically capable in order to walk alongside collection vehicles, manual handle waste and lift heavy waste receptacles on a frequent and repetitive basis.	✓		A/I

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