



## Job Description

Service:	Environmental and Community Services
Job title:	Refuse Recycling Driver/Loader
Grade:	E
Hours of work:	37 Hours Weekly
Responsible to:	Recycling Waste Managers

## **Purpose of Post:**

When acting as Refuse Recycling Driver you will be fully responsible for leading and delivering the waste collection round, including ensuring full compliance with all Health and Safety regulations, DVSA regulations and requirements, including PPE, safe working practices, maintaining appropriate records of drivers' hours, rest periods, defect reporting, and working time in accordance with GB domestic drivers' hours and EU driver's hours rules. Responsible for maintaining driver CPC hours and attending training, while ensuring any medical or eyesight tests are completed in line with licence requirements.

You will be responsible for delivering, monitoring and managing the performance of your round and crew against key performance indicators including collection completion rates, round optimisation, service delivery standards, missed bin rates, crew productivity metrics, and telematics performance metrics and in-line with all appropriate policies.

Full accountability for keeping accurate, up-to-date records, including entering real-time information into the in-cab system about collections, missed bins, and any problems you face on your route. Ensuring all data you input is exact and follows current regulations and council policies.

Working with the waste management team you will monitor performance data to identify trends, patterns, and opportunities for improvement, implementing changes to enhance operational efficiency and meet or exceed service standards.

You will act as an ambassador of the Council by providing excellent customer service. This involves helping residents with their questions and problems, directing them to the right Council services, and being friendly and respectful. You'll also address any concerns residents have about waste collection, provide clear information, and pass on more complex issues to your managers if needed. Additionally, you'll build good relationships with local residents and businesses to help the community understand and support waste management services.

Working with the wider team within the council to ensure we deliver the Corporate Goal of 'Delivering good quality, high value-for-money services with good control and compliance with statutory obligations'

When acting as Refuse Recycling loader, to load waste onto the collection vehicle in accordance with safe working practices.

### Key Deliverables:

1. Leading the crew for a defined collection round. Full responsibility of ensuring that all work is completed against set performance metrics, service standards and organisational policies to be complied with, answering queries, and liaising with the Recycling Waste Managers.
2. Responsible for the performance and conduct of all crew members, ensuring all issues are resolved quickly and bringing any matters of concern to the Recycling Waste Managers.
3. Ensuring the crew members follow safe working practices in their day-to-day activities.
4. Ensuring all activities of the crew are carried out using safe working practices in accordance with health and safety policies and reporting any issues to the Recycling Waste Managers.
5. Ensure the crew members are wearing the correct PPE and reporting any issues immediately to the Recycling Waste Managers. Full responsibility for ensuring all crew members are wearing the correct Personal Protective Equipment (PPE) at all times and are working in accordance with current Health and Safety regulation, policies and best practice. Addressing any Health and Safety issues immediately and reporting persistent problems to the Waste Management team.
6. Ensuring the round is operated in line with the requirements DVSA regulations and all relevant policies, e.g. breaks taken, daily vehicle checks undertaken, defects reported, vehicles are not overloaded.
7. Carrying out maintenance checks on the allocated vehicle and reporting any defects.
8. Collecting all forms of domestic and commercial refuse and/or recycling from any location as directed and clearance of spillages associated with the collection activities. Ensuring the allocated round is completed, returning to areas where collection was not possible first time before leaving the area to attempt collection.
9. Receiving instructions regarding exempt collections, special arrangements and specific collection points and ensuring these are carried out.
10. Fully responsible for ensuring that all relevant rounds are completed in-line with key performance indicators, service delivery standards, and Council policies. This is critical as poor standards result in reputational damage and significant increased costs to the Council.
11. Emptying of litter bins within specified areas.
12. Providing advice, direction and on the job training for agency workers and new employees.
13. Assisting with loading refuse onto the vehicle when peak workloads are being encountered (e.g. where there are a large number of bins at a collection point).
14. Provide assistance to other crews either on the same collection service or another when directed by Recycling Waste Managers.

15. Ensuring any issues encountered on the round are reported either immediately or at the end of the working day depending on the seriousness of the problem.
16. Responding to queries from members of the public and Call Centre and providing advice and information or directing them to the appropriate place to obtain the information they require.
17. Reporting accidents and incidents for the crew as they occur and completing relevant paperwork.
18. Maintaining records as required but specifically the daily work completion record onto the In-cab system to confirm completion of the daily work schedule to the specified service standards. Full responsibility for keeping accurate, up-to-date records, including entering real-time information into the in-cab system about collections, missed bins, and any problems you face on your route. Ensuring all data you input is exact and follows current regulations and council policies.
19. Undertaking delivery, collection and replacement of wheeled bins to new properties including loading and removal of bins onto vehicle in a safe manner and delivering appropriate information; and unloading bins following delivery from the manufacturer.
20. Undertaking delivery of sacks to houses, arranging delivery schedule, load bags onto the vehicle and delivery.
21. Undertaking the delivery of promotional material relevant to the service when required.
22. Delivery and collection of a range of items for other service areas of the Council e.g. wheeled bins for events, caged bins, polling screens, tables etc.
23. Undertake any other duties appropriate to the skill and ability level of the post as directed from time to time.

**When acting as Refuse Recycling Loader:**


1. The collection of all forms of domestic and commercial refuse and / or recycling from any location as directed in wheeled bins, bags, boxes or other suitable containers.
2. Safe operation of the bin lift and other equipment on the vehicle, following safe working practices. Notifying the Driver of any issues with the bin lift.
3. Assisting the driver in carrying out daily defect checks, identifying any issue with the vehicle when out on the round and notifying the driver.
4. Carry out collections in a neat and tidy manner ensuring spillages are cleaned up at the time of collection-
5. Collection of bulky items from properties as directed.
6. Delivery and collection of new and replacement wheeled bins to properties as directed, ensuring relevant information is left with the bin and they are left in a safe location for the resident.
7. The delivery of new sacks as directed.

8. Assisting when required with vehicle manoeuvring both during collection operations and at the point of vehicle discharge.
9. To follow instructions given by the Refuse Recycling Driver Loader when on the collection round.
10. Responding to queries from members of the public and providing advice and information or directing them to the appropriate place to obtain the information they require.
11. Following the councils waste collection policies for the emptying and rejection of bins, including ensuring the correct notifications have been left for householders on the bin/sack and In-cab system is completed.
12. Attach to the bin a range of publicity material such as leaflets or hangers relating to the waste collection service when required.
13. Emptying of litter bins as instructed, replacing bin liners, ensuring bins are locked once emptied.
14. Assist other crew members, providing advice and direction particularly to new employees and agency workers.
15. Reporting near misses, accidents and incidents as they occur.
16. Maintaining records as required.
17. Conduct all duties in a safe and proper manner, as defined in the Risk Assessments and Safe Working Practices.
18. Undertake any other duties appropriate to the skill and ability level of the post as directed from time to time

**Knowledge and Qualifications**

- Category C driving licence Driver
- Qualification Card (35 hours Driver CPC)
- Judgements and decisions required in determining what is or is not to be removed and collected.
- Ability to undertake assessment of the risks when manoeuvring vehicles and take appropriate action to ensure the safety of the crew and public.
- Able to undertake decisions on personal safety and safety of members of the public when collecting refuse and recycling.
- High degree of awareness needed of the dangers associated with working

	<p>continually in close proximity to the highway.</p> <ul style="list-style-type: none"> <li>• High degree of awareness in respect of personal health and safety in relation to manual handling, sharps, dangerous materials and substances etc.</li> <li>• Good written and verbal communication skills.</li> </ul>
<p><b>Skills and Abilities</b></p>	<ul style="list-style-type: none"> <li>• Must be physically fit, able to move bags or wheeled bins for the working day, walk for a number of miles per day.</li> <li>• Able to work as part of a team</li> <li>• Requirement to be literate and numerate in order to accept work instructions and complete necessary work documentation.</li> <li>• Experience of supervising a small number of staff.</li> </ul>
<p><b>Decision Making and Impact on Others</b></p>	<ul style="list-style-type: none"> <li>• Makes and communicates clear decisions to others</li> <li>• Makes effective decisions under time pressure <ul style="list-style-type: none"> <li>• Balances risks and benefits of various options and decisions</li> </ul> </li> <li>• Makes unpopular decisions where necessary</li> <li>• Takes responsibility for the outcomes and impact of their decisions and those they delegate</li> <li>• Considers all relevant data when making decision</li> </ul>
<p><b>Personal Attributes and Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Sets clear direction for others</li> <li>• Delegates work appropriately and fairly</li> <li>• Supports and motivates others, encouraging them to achieve their goals, in alignment with HDC values.</li> </ul>

<p><b>Communication with Internal and External Customers</b></p>	<ul style="list-style-type: none"> <li>• Develops and maintains productive relationships with internal and external customers</li> <li>• Explores the customer’s situation with them to develop a fuller understanding of the underlying need</li> <li>• Delivers what they have agreed with the customer</li> <li>• Takes action to exceed customer expectations</li> <li>• Advocates customer satisfaction as a key value for themselves and the council</li> <li>• Deals effectively with dissatisfied customer 70% external and 30% internal</li> </ul>
<p><b>Personal Attributes and Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Sets clear direction for others</li> <li>• Delegates work appropriately and fairly</li> <li>• Supports and motivates others, encouraging them to achieve their goals, in alignment with all HDC values and expectations</li> </ul>
<p><b>HDC values</b></p> 	<p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>



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## **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up to date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children