

Northumberland County Council

JOB DESCRIPTION

Post Title:	Refuse Team Leader	Group/Department/Service: Local Services, Waste Management		Office Use
Band:	5	Workplace: Waste		JE ref: 807
Responsible to:	Senior Refuse Team Leader	Date: 24 June 2010	Manager level:	HRMS ref:
Job Purpose: To assist in coordinating the provision of efficient and effective refuse collection & recycling services.				
Resources	Staff	A team of front line refuse collection drivers and loaders.		
	Finance	None		
	Physical	Shared responsibility for the careful use and maintenance of refuse collection vehicles and allocated tools and equipment.		
	Clients	Duties have a direct impact upon the health and safety of the community.		
Key Duties and responsibilities: Individually or as part of a team and under the general direction of senior colleagues:				
<ol style="list-style-type: none"> 1. Assist in determining the most effective deployment of staff and vehicles to ensure that refuse collection and recycling services for household, industrial and commercial waste in a designated area are completed within the agreed time, quality and specified service standards 2. Direct and supervise the activities of a team of front line refuse collection staff providing clear guidance and motivating staff to achieve service objectives and quality standards. 3. Contribute to the induction, risk assessment, training and development of front line staff, acting as coach and mentor as necessary. 4. Receive service requests via administrative support staff and using agreed practices and procedures schedule refuse collection rounds for bulky waste, garden waste and servicing of recycling centres to ensure the smooth & efficient delivery of these services in accordance with quality and customer care standards. 5. Promote and maintain a positive relationship with front line staff to develop a climate of harmonious and constructive employee relations. 6. Assist in communicating policies, practices and procedures within the service to front line staff to ensure that they are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies. 7. Support the development of a strong Health and Safety culture within the service and assist in the management, monitoring and communication of the Council's Health and Safety Policies to front line staff. 8. Provide cover for the Senior Refuse Team Leader during absences due to training, sickness or holidays. 9. Drive and operate a range of specialist vehicles to provide efficient and effective logistical support and also collect waste. 10. Complete, or ensure the completion of, all necessary paperwork to accurately record the resources used and progress of work in accordance with corporate procedures. 11. Liaise with service users and members of the public in a courteous and respectful manner. 12. Ensure that work is performed in a safe and responsible manner in compliance with the relevant risk assessment and procedure. 13. Work collaboratively with team colleagues to ensure that work plans are achieved and quality standards are maintained. 14. Ensure the team respond to and deal with simple problems referring more complex issues to senior staff. 15. Carry out routine driver, vehicle and equipment operator compliance checks in accordance with established procedures. 				

16. Staff will be expected to work across the frontline services within their allocated area team.

17. Responsibility for the security and issue of materials and stock including protective clothing, garden bin collection vouchers, refuse sacks.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:	Predominantly driving with occasional walking and some lifting, pulling and pushing. Need to remain alert for traffic and other potential hazards. Occasional office based work in a seated position.
Transport requirements:	Need to attend training and development courses, meetings or other work sites within area.
Working patterns:	Normal working week, Monday to Thursday, with early mornings, occasional evening, weekend, emergency call out work and Bank Holiday working. Standby or call out arrangements may apply. Driving regulations apply.
Working conditions:	Operating outdoors in all weathers and traffic conditions and in hazardous and unpleasant conditions at waste reception facilities. Regular contact with unpleasant and potentially hazardous waste materials.

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PERSON SPECIFICATION

Post Title: Refuse Team Leader	Group/Department/Service: Local Services, Waste Management	Ref: 807
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>HGV Driving Licence minimum Category C or above Knowledge of the legislation and regulations relating to driving HGVs. An awareness of Health & Safety legislation and its application to waste services. Relevant knowledge of the range of tasks together with the operation of associated tools and equipment. An appreciation and interest in the need for waste services.</p>	<p>NVQ or equivalent in an appropriate subject. Previous experience in a related area of work. ECDL</p>	(a), (i) & (r)
Experience		
<p>Recent experience of driving large HGV vehicles on a regular basis. Experience of carrying out vehicle checks</p>	<p>Experience of refuse collection. Previous experience of supervising a work team</p>	(a), (i) & (r)
Skills and competencies		
<p>Able to understand and follow straightforward spoken and written instructions. Able to keep basic work records. Ability to drive a variety of heavy goods vehicles. Specialist skills associated with the operation and maintenance of hydraulic equipment. Able to plan, organise and prioritise resources and staff, including own time. Competent in the use of ICT software, including word processing, spreadsheets and email. Able to lead, instruct and motivate staff to deliver service objectives. Able to develop productive working relationships and command the respect, trust and confidence of front line staff.</p>	<p>Appreciation of the role of Banksman</p>	(a), (i) & (r)
Physical, mental, emotional and environmental demands		
<p>Able to cope with the regular high level of physical demand. Able to maintain general awareness for safe working conditions with some periods of concentration. Some contact with service users and the public which results in limited emotional demands. Ability to operate outdoors in all weather conditions.</p>		(a), (i) & (r)
Motivation		
<p>Reliable and keeps good time. Committed to the ethics of public service, quality and customer service. Appropriately follows instructions to achieve set tasks or objectives. Adapts to change by adopting a flexible and cooperative attitude. Supportive and adapts to team working. Demonstrates integrity and upholds values and principles.</p>	<p>A willingness to undertake job related training.</p>	(a), (i) & (r)
Other		

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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits