**JOB DESCRIPTION**

# **NEIGHBOURHOODS & REGULATORY SERVICES DEPARTMENT**

**JOB TITLE:** REFUSE DRIVER / OPERATIVE

**DIVISION:** NEIGHBOURHOODS & REGULATORY SERVICES

**GRADE:** BAND 8

**RESPONSIBLE TO:** WASTE SERVICES TEAM LEADER

**POST REFERENCE:**  106097

**Purpose of Post**

To undertake, usually as the leading member of a team, driving and/or operative duties connected with the removal of Household, Commercial and Industrial Waste or associated work from various locations.

To act as crew leader when driving refuse freighters, exercising appropriate decision making in the absence of the Waste Services Team Leader.

To encourage, advise and educate residents to participate in the authorities recycling and waste management schemes.

To note and pass on information relating to the environment, the community and safety matters which will assist other sections of the council.

Postholder expectations:

* Training and requalification – the post holder will be expected to undergo training and successful requalification as required to maintain necessary certification to carry out roles and operate associated machinery.
* Physical fitness – the post is demanding and post holder is expected to be physically active.
* Outdoor working- the principle role is based outdoors where the post holder will be expected to work all year round in all weather conditions.
* Operational location – the post operates out of the Councils depot in Hartlepool working throughout the borough of Hartlepool and also other areas within the north east region.
* Occasional and exceptional hours of work- the post holder will be expected to occasionally work outside normal core hours to complete work or respond to emergencies in accordance with the needs of the service.
* Operatives may be required to work weekends or other none working days for bank holiday catch up collections of training.
* Health Surveillance programme – the post holder will be expected to participate fully in this programme.

**Main Duties and Responsibilities**

As directed by the Waste and Environmental Services Team Leader

1. Drive refuse collection vehicles to assist in removal of Household, Commercial and Industrial Waste or associated work from various locations in such a way as to maximise output.
2. Lead and direct crews including undertaking allocation of duties and providing guidance to other employees/crew members.
3. Assist the Waste & Environmental Services Team Leader by way of liaison in the organisation of work in such a way as to make the best use of resources and work proactively towards continuous improvement of the service.
4. Assist in managing holidays, sickness and carrying out staff appraisals.
5. Work on own initiative as a crew leader on day to day tasks
6. Monitor the quality of the work carried out and draw appropriate attention to defective or substandard work to operatives and when required to the Waste & Environmental Services Team Leader. This will include monitoring levels of contamination in containers and taking of appropriate action to ensure this is maintained at acceptable standards.
7. Agree and report standard of recycling collections when tipping at sorting station.
8. Operate vehicle compaction mechanisms when required.
9. Assist in the determination of efficient work programmes within the priorities defined by the Waste and Environmental Services Team Leader.
10. To direct the working activities of operatives and sub-contractors employed on waste management duties and to ensure compliance with:
* Health and Safety at Work Act
* Hartlepool Borough Council’s Safety Policy
* Conditions of employment of operatives
* Client requirements/conditions of contract
1. To implement Customer Care and appropriate quality assurance initiatives under direction from the Waste and Environmental Services Team Leader.
2. To assist in investigating complaints and grievances and report to the Waste and Environmental Services Team Leader.
3. To assist in implementing in accordance with the policies and procedures of the Waste Management Section, objectives and performance indicators set by the Waste Management Team.
4. Carry out vehicle checks in accordance with agreed procedures including that vehicles are washed off at intervals agreed with the Waste and Environmental Services Team Leader. and cabs are kept clean and tidy

1. Ensure all accidents/near misses are recorded as per agreed procedure before the end of shift on the day of occurrence.
2. Ensure all records of refuse collection (missed calls, non-presentation, side waste, contamination etc.) are accurate and paperwork, including timesheets, tachographs and defect sheets etc. are completed and passed to the administration section in accordance with agreed procedures. (Usually daily)
3. Any other duties of a related nature, which might reasonably be required and allocated by the Waste and Environmental Services Team Leader.

## **Changes**

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: July 2021