



## ROLE PROFILE

**Role Title:** Waste Management Driver/Team Leader

**Service:** Environmental Services, Waste Management

**Directorate:** Place and Community

**Accountable to:** Waste Management Officer

**Grade:** Scale 6

**Car Category:** None

### Purpose of role

- To provide a safe and effective refuse / recycling collection service and offer cover for other frontline services across the borough.

### Key Objectives

1	To assist the Waste Management Officer in the management and supervision of the service teams under their control.
2	To issue instructions for work to be carried out and ensure that work is completed in accordance with the required specification and within the contracted time.
3	To ensure that all vehicles, plant and equipment is used appropriately and for the purpose intended and that all defects are reported via the agreed channels.
4	The collection of domestic, industrial, commercial refuse (waste), dry recyclable and compostable material from domestic residencies, shops, flats, school, factories and other properties across the borough as required.
5	To complete all required monitoring and round status information as detailed in the working agreement.
6	To ensure a high standard of service conduct, safety, hygiene and security of work site at all times. Ensure that established health and safety procedures, codes of practice and manufacturers operating instruction are strictly adhered to at all times.
7	Attend meetings as required.
8	To ensure the timely completion of relevant service documentation and make full use of in-cab technology as directed







## **Scope**

The post holder will assist the Waste Management team in ensuring that a safe and effective refuse / recycling collection service is provided for properties across the borough as required.

## **Work Profile**

### **1. Strategy**

To have a supporting role in the service plan for the Waste Management Team. Their role will contribute to the achievement of the Council's Corporate Plan.

### **2. Performance**

The post holder will ensure that relevant performance targets are met in respect of undertaking their role.

They will recognise, communicate and mitigate any risks to the delivery of high-performance standards.

They are accountable to the Waste Management Officer for the delivery of their own personal objectives.

### **3. Service Quality**

The post holder will assist in maintaining service quality to internal and external customers, through the effective delivery of their allocated tasks.

### **4. Resource Management**

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to them in order to undertake their own role.

### **5. Supervision and Management**

The post holder has direct line management responsibility.

### **6. Culture**





The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

## **7. Communications**

The post holder will closely liaise with other services, contractors and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

## **8. Main Contacts Associated with Principal Duties**

The post holder will be in regular contact with the Waste Management Officer, other Council officers, contractors, members of their team and the general public.

## **9. Commitment**

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

## **10. Risk Management**

The post holder will identify any risks that they encounter during the execution of their role and report these to their line manager promptly.

## **11. Working conditions**

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

## **12. Equal Opportunities**





The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

### **13. Customer Focus**

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the internal and external customer experience.

### **14. Core Tasks**

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

### **15. Health & Safety**

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

### **16. Legislation**

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

### **17. Training & Development**

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

### **18. I.T.**

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

### **19. Creativity**





The post holder can contribute ideas relating to the tasks that they undertake, to their line manager for consideration.

## **20. Decisions and Consequences**

The post holder will usually carry out allocated tasks and duties under the supervision of their line manager.

## **21. Work Context**

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

## **22. Physical Demands**

The post holder will undertake refuse collection tasks that require physical exertion, lifting and carrying.



## PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment  Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
<b>SKILLS AND KNOWLEDGE</b>  Technical knowledge and qualifications	Minimum of Maths and English GCSE (Grade 4 – 9 i.e. C or above) or equivalent comparable work experience or the successful completion of a West Lancs Apprenticeship placement and qualification in a related subject.' (Exception being Business Admin Apprenticeships)	X		A
	Current LGV driving licence.	X		A
	Working use of a range of specialist collection vehicles.	X		A, I
	Working within waste industry agreed standards.	X		A, I
	Knowledge of road transport legislation.		X	A, I
	Accurate maintenance of collection round information, both manually and via IT systems as directed.	X		A, I
<b>Planning and organising work</b>	Ability to work under pressure and meet tight deadlines when required	X		A, I, T
<b>Planning capacity and resources</b>	Supervision within a small team environment.	X		A, I





	Flexible approach to working hours	X		I
<b>Influencing and interpersonal skills</b>	Able to deal with customers and members of the public in a polite courteous manner.	X		A, I, T
<b>PROBLEM-SOLVING</b> <b>Using initiative to overcome problems</b>	Ability to identify a range of appropriate solutions to issues and problems.	X		A, I
<b>Managing risk</b>	Ability to consider and assess risks associated with improving services and raising customer standards	X		A, I
<b>Managing change</b>	Able to handle change with a resilient and positive attitude	X		A, I
<b>ACCOUNTABILITY and RESPONSIBILITY</b> <b>Undertakes tasks without supervision</b>	Ability to use own initiative, work with minimal supervision in addition to being a team player	X		A, I, T
<b>Other</b>	Commitment to Equality	X		I
	Commitment to Health & Safety	X		I
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A, I

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:**

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together.**







In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date