

Job Description

Job Title:	RCV Driver Recycling and Waste (Chargehand)
Grade:	Scale 5 ID:3950
Department:	Operations – Waste
Division:	Public Realm
Reports to:	Operations Manager or Supervisor
Responsible for:	Loaders
Number of Posts Supervised/ Managed:	

Job Purpose

To be part of a team providing waste collection services to the residents of the Borough. To be responsible for the vehicle, passengers and load of the refuse collection vehicle complying with the relevant transport, waste, and Health & safety legislation at all times

Specific Accountabilities of the Role

1. Provide specialist driving provision in relation to Heavy Goods Refuse Collection Vehicles. This will include vehicles relating to the collection and disposal of a range of recycling and general waste for disposal.
2. To lead and direct a team of operatives in delivering an exemplary recycling and waste service and strive to deliver service above industry standards from both domestic and commercial properties.
3. To ensure that a professional, high quality service is delivered to residents and customers in accordance with agreed practices, targets and agreed service standards.
4. To work with a degree of flexibility to ensure that the service is maintained during operational difficulties or special events.
5. To ensure that all activities undertaken by the team are undertaken in a safe manner and in accordance with Health & Safety guidelines.
6. Driver should radio in to advise end of shift for crews, so that crews do not have to return to yard.
7. Carry out all relevant daily checks including: oil, water, diesel etc. Top up as required. Record as necessary.
8. Driving and operating a Heavy Good Collection vehicle safely round the required areas and to the required discharge point.

9. Complete all allocated work within the working day, ensuring any paperwork is completed accurately and correctly.
10. Ensure that all containers are returned to the collection point in a non-obstructive manner.
11. To ensure the team complete daily work schedules and ensure the day-to-day cleanliness of the vehicle cab and equipment used.
12. Ensure that unacceptable material is not loaded into recycling and waste vehicles, report any issues to the line manager.
13. Complete clearly and accurately any documentation as necessary relating to the day-to-day operations of the schedule or vehicle.
14. Assist and direct residents and customers in the disposal of recycling and waste material ensuring that the information provided is done in a professional and appropriate manner to ensure clear understanding of the services the council provides.
15. Adapt to changing demands, priorities and needs in order to deliver a high-quality service.
16. Ensure that all day-to-day activities undertaken by the team are in accordance with Health and Safety requirements, report any non-compliance to the line manager.
17. Report any issues to a supervisor or manager.
18. Carry out daily cleaning of the vehicle including inside of cab, rear of vehicle, windows, mirrors and lights.
19. Complete clearly and accurately any documentation as necessary relating to the day-to-day operations of the schedule or vehicle.
20. Carry out weekly cleaning of entire vehicle.
21. Report any damage or defects to your line manager in a timely manner.
22. As appropriate, present Tachograph card for weekly download.
23. Complying with all legislation, policies, risk assessments and safe working procedures relevant to the work activity.
24. Comply with all Health, Safety, HR and Environmental policies and procedures.
25. Work flexibly during adverse weather as instructed by Supervisor.
26. Carry out any other duties in accordance with the grade for the role.

Specific requirement of the role

To ensure high levels of service, staff will be required to work all Public Holidays excluding Christmas Day and there will need to be staff on standby to deal with emergencies. This will not prevent individual staff members from not working on any particular public holiday, provided adequate cover is available to meet the needs of the service on that day. Staff will be paid the Council's enhancements for working Bank Holidays.

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Statutory requirements

All London Borough of Barking and Dagenham Staff that hold a responsibility within their job description to drive will need to hold an appropriate and up to date driving license. The license held will depend on the vehicle / machinery being used on the day. It will be the management of each departments responsibility to check and match the driver to the vehicle / machinery.

Types of License depend on the date passed, before or after 1st January 1997, and extra training taken.

All drivers that drive using the vocational entitlement of their license will need to hold a DCPC card (Drivers Certificate of Professional Competence). This card must be carried during all working hours whilst driving. Failure to carry your DCPC card can result in a fine up to a £1000 for the driver from the DVSA.

General Accountabilities and Responsibilities

Customer Care

Provide services that are fair and accessible to all, challenging existing practices that support the traditional culture and promote the Customer First proposition across the Council

Project management

Undertake assigned projects, ensuring that agreed outcomes are delivered on time, within budget and to the expected standard.

General Accountabilities and Responsibilities (All roles)

- Ensure compliance with appropriate legislation, Council Policies, the Council Constitution (including Contract Rules, Financial Regulations and Rules, Employment Procedure Rules, Employees' Code of Conduct), Information Security Policies, Social Media Policy and other requirements of the Council.
- Ensure high standards of records management and assume responsibility for all information assigned to the post.
- Promote the development of a high quality individual need led service, to comply at all times with the Council's policies and procedures, particularly those regarding Data Protection, Equalities and Diversity and Health and Safety.

- Ensure compliance with and actively promote the Council's Equalities and Diversity policies and strategies and comply with the Equality Act 2010.
- Ensure compliance with and actively promote Health and Safety at work legislation, Council and Service H&S policies and procedures.
- Comply with the competencies and standard requisites agreed by the Council as relevant to your post.
- Comply with the General Data Protection Regulation and Data Protection Act 2018 (DPA 2018) (all employees of the Council will not disclose or make use of, for their private advantage, any information held on manual or computer records, which are not available to the public, however acquired).
- Take responsibility for continuing self-development and participate in training and development activities.

The above mentioned duties are neither exclusive nor exhaustive and the postholder may be called upon to carry out such other appropriate duties as may be required by the Line Manager within the grading level of the post and the competence of the postholder.

Person Specification Template

Post Title	RCV Driver Recycling and Waste (Chargehand)	Grade	SC5
Section, Division	Recycling & Waste, Public Realm	Date of Person Specification	April 2018

Job Requirements		Essential Criteria	Method of Assessment	Job Requirements		Essential Criteria	Method of Assessment
Education, Training and Qualifications	Current and valid Driving Licence Category C	E	AF1	Knowledge, Skills and Experience	Able to demonstrate a knowledge and understanding of Health & Safety at work Act 1974	E	I
					Previous experience of providing a front-line service	E	AF2
					Knowledge and understanding of recycling and waste collections.	E	
Communication, Contacts and Relationships	Demonstrable inter-personal skills	E	I	Equalities and Diversity	An understanding of equality and diversity policies within the community and the council	E	I
	Able to build relationships	E	I				
	Able to communicate at all levels	E	I				
	Effective team player	E	I				
Creativity and Innovation	Self-motivation	E	I	Resources, data protection and information governance.	Able to represent the service in a professional manner.	E	AF3
	Ability to complete basic forms	E	I				
Supervision / Management of People				Work Demands and Decisions	Understanding Operational service management and how performance and service delivery can be improved in a local authority	E	I

Drive Values	Deliver – work as a team to get tasks completed	E	AF/V1			
	Respond - I am professional and polite in every contact I have with residents and customers, leaving them always with a good impression of the council.	E	I			
	Inspire – Taking pride in the role and duties undertaking	E	I			
	Value – I understand my contribution and the part I play to change the borough	E	AF/V2			
	Engage – Constructive and respectful on improvement matters	E	I			
Any additional factors e.g. specialist “know how”		Understanding Operational service management and how performance and service delivery can be improved in a local authority				
Criteria	E - Essential (only use Essential Criteria)		Method of Assessment	AF - Application Form		
	DWP “Disability Confident Employer” Accreditation Applicants with a disability or impairment will be shortlisted for interview if they meet the minimum (essential) criteria for the job. Armed Forces Community Covenant All personnel and veterans who have left the armed forces within the last 24 months will be offered an interview if they meet the minimum (essential) criteria for the job.			C - Assessment Centre		
				I - Interview		
				T - Test		
				W - Workplace Assessment or job trial		
				O - Other (please detail below)		

Barking and Dagenham Council employees



Deliver

I get the basics right and keep learning to develop my skills.

I work with my team and others to get things done, and never leave a problem unsolved.

I am responsible for my actions, make decisions and can explain why I made them.



Respond

I am professional and polite in every contact I have with residents and customers, leaving them always with a good impression of the council.



Inspire

I see it as my personal responsibility to maximise the satisfaction of customers; treating customers fairly, professionally and transparently.

I take pride in my work, and represent the council in a positive way, sending the right message to residents, customers and partners in the way I communicate and behave.



Value

I understand my contribution and the part I play to change the borough for the better.



Engage

I speak up constructively and with respect when I think things need to improve.