

## Job Profile

<b>Job Title</b>	Waste Operative – Driver/Loader
<b>Salary/Grade</b>	SCP 6 - 8
<b>Service</b>	Operations
<b>Reports to</b>	Assistant Waste Manager
<b>Manages/ Supervises</b>	N/A

<b>Job Purpose</b>	<p>To undertake the collection and disposal of all residual and recycling (including, but not limited to, dry recycling, food waste, green waste and recycling centres) from residential, commercial and industrial premises throughout the Braintree District Council.</p> <p>To deliver and maintain high levels of customer satisfaction across all services.</p> <p>To actively participate in achieving the Council's core objectives of creating a clean, green and safe district for the residents of Braintree.</p>
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## Principal Accountabilities

- 1) To collect all types of refuse and recycling from residential and commercial premises in various receptacles, i.e. wheeled bins, trade bins, clear, black and blue sacks, sorting on site where applicable. All Manual Handling including pushing/pulling to follow training/advise given.
- 2) To assist with the delivery of bins, sacks, calendars and leaflets to properties when required.
- 3) To collect all properties missed on route allocated to you on the Echo system or as directed by the Assistant Managers, Team Leaders or their representatives.
- 4) To aid the driver in reversing/manoeuvring of the vehicle following BDC Reversing procedure when not driving and as required.
- 5) To maintain a good standard of driving in relation to road conditions and other road users ensuring your personal safety, other staff's and members of the public.
- 6) To carry out and record daily/weekly vehicle and equipment checks in full compliance with the manufacturer's guidance, driver's handbook and report any defects using the defect reporting procedure
- 7) To wear and use the Council's protective uniform/equipment correctly and comply with safe working practices and all requirements relating to Health and Safety.
- 8) To assist with the daily/weekly maintenance and cleaning of the depot and vehicles.
- 9) To maintain professional conduct at all times to enhance the Council's reputation for providing services to the highest standard and quality.

- 10) To support, contribute and to comply with the Council's quality practices as described within the Corporate Quality Policy and as directed by departmental plans/management.
- 11) To apply and actively promote the principals of the Council's Equal Opportunities Policy in all areas of employment and service delivery.
- 12) To carry out any other associated duties within waste management services as directed by the Service Manager or his/her representatives.
- 13) To apply and actively promote the principles of the Council's Safeguarding Procedure in all areas of employment and service delivery.

### **Corporate Accountabilities**

- To take responsibility for maintaining own health and attendance.
- To support, contribute and comply with quality and governance procedures as directed by management.
- To apply and actively promote the principles of the Council's Equal Opportunities Policy in all areas of employment and service delivery.
- Any other associated duties detailed by Head of Service or his representative.
- To advise Line manager if, at any time, the above duties and responsibilities cannot be performed.
- Any other duties as required to support the business, including maintaining business continuity and during civil emergencies.
- To apply and actively promote the principles of the Council's Safeguarding Procedure in all areas of employment and service delivery.

### **Skills, Knowledge and Experience** (Tested at application and interview stage)

#### **1.1 Experience**

- Working in an outdoor environment
- Previous experience of working with collection/delivery schedules

#### **1.2 Equalities (depth of equal opportunity knowledge related to effective job performance)**

- Understanding of Equal Opportunities in the workplace and in service delivery.

#### **1.3 Special Skills and Knowledge**

- Previous experience in a public contact role or working as part of a Waste Management Contract.
- Methodical approach with ability to pay attention to detail.

#### **1.4 Qualities**

- Highly motivated and organised.
- Enthusiastic with a positive outlook.
- Flexible.
- Able to work well within and motivate a team.
- Able to use initiative.
- Good interpersonal skills.
- Interest in Environmental Issues.

**1.5 Others: Travel, any unusual working, Arrangements**

- Able to work variable hours.
- Able to work weekends and non-standard hours, sometimes at short notice to meet the needs of the service.
- A driving licence is desirable ideally including entitlement to drive 7.5 tonne vehicles.
- Valid CPC card (Desirable).

**Competencies**  
(Tested at interview stage)

**Communicating Effectively**

Demonstrate the effective use of the range of communication methods available: written, spoken electronic, and use these methods in appropriate ways suitable to the context and situation.

- Communicate with staff and colleagues in a manner which is clear, fluent, accurate and concise.
- Listen well and seek clarification and understanding, avoiding jumping to conclusions or making assumptions.
- Ensure two-way communication is in place for staff, providing opportunities for staff to receive and give feedback.
- Hold regular face-to-face, group and individual meetings to update staff and to exchange information, learning and ideas, etc.
- Ensure that all communications adhere to organisational and legislative requirements such as data protection, DDA, BDC standards, etc.

**Performing efficiently and effectively**

Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results. Staff should challenge themselves and others to perform well, and to adhere to the Council's performance management systems.

- Ensure that all work done by you and your staff is in line with business and service plans and supports environmental aims and ambitions of the Council.
- Encourage staff and teams to focus on climate change issues.
- Provide opportunities for staff to contribute to climate change issues in their services.
- Use a project management approach to the achievement of key objectives, targets and projects.
- Encourage the use of learning and development as a means of improving service and people performance.

**Using and managing resources efficiently and effectively**

Demonstrate the effective and efficient use of the full range of resources used in and by the Council including time, finances, staffing, equipment, information, materials, buildings, etc.

- Ensure the efficient use of staff time and skills.
- Ensure the efficient use of accommodation, materials and equipment, to maximise cost effectiveness and efficiencies, while maintaining standards of health and safety and risk management.
- Update yourself regularly on resource issues including budget expenditure
- Ensure that procurement plans are in place for relevant activity.

**Engaging with the customer**

Understand the needs and requirements of their customers, to provide excellent customer service, and to involve customers in the improvement of services.

- Ensure that work meets customer service standards.
- Seek out and listen to the needs and views of a wide range of customers.
- Ensure the delivery of services is mindful of the needs and requirements of the full range of customers and does not exclude any part of the customer base both internal and externally.
- Customer feedback is sought, analysed and acted upon.

**Working well together**

Actively foster good working relationships with colleagues and customers in order to collectively achieve the Council's direction and ambition.

- Co-operate and work well with team members, peers, senior managers and external partners in the pursuit of goals and objectives.
- Establish and maintain constructive and open relationships across the range of people you work with, achieving positive outcomes and sharing feedback with others.
- Establish a culture of team work and co-operation with staff.
- Encourage problem solving

<b>Other Conditions</b>			
<b>Does this post require a DBS check</b>	No	<b>Is this a politically restricted Post:</b>	No
<b>Is this post entitled to a lease car</b>	No	<b>Is this post entitled to a casual car allowance</b>	No
<b>Job profile update</b>	April 2019		

## Values and Behaviours

Braintree District Council has developed values and behaviours which demonstrate and measure what we expect to see from our staff. These are used in performance reviews, induction procedures, the apprentice programme and learning & development interventions.

We call them PRIDE:

### **P - Perform well and get things done**

We will:	We will not:
Take responsibility for our actions and be accountable	Be negative or disruptive
Be positive, show enthusiasm and energy - it's infectious	Be resistant to change
Be flexible and adaptable to get things done	Put things off or ignore colleagues and customers
Work well together and be committed to what we do	Fail to manage our own performance

### **R - Respect and value customers and staff**

We will:	We will not:
Be open and honest	Be unhelpful or say 'It's not my job'
Listen and focus on customers' needs	Say one thing and do another
Be open-minded and treat everyone fairly	Disregard the views and opinions of others
	Support or tolerate a blame culture

### **I - Improve and learn**

We will:	We will not:
Create opportunities for everyone to improve	Cover up our mistakes
Take ownership for our own development	Keep getting the same things wrong
Share lessons learnt and help colleagues	Ignore customer feedback
Welcome questions and challenges to help us do things better	

### **D - Deliver that bit extra**

We will:	We will not:
Focus on solutions, not problems	Stick to methods that don't work or are outdated
Be open to new ideas and aim high	Make promises we can't keep
Have a 'can do' attitude	Work in isolation and only care about our own jobs
Be proud of what we do	

### **E - Efficient and effective**

We will:	We will not:
Make the best use of the resources available to us	Waste resources
Communicate clearly with the right people at the right time	Be unhelpful or rude
Respond promptly to customers' requests	Delay responses unnecessarily to colleagues or residents
Be open to new ideas, challenge the status quo and create novel solutions	Be closed-minded and say 'I've always done it this way'
Seek new ways of working to do our jobs more effectively	Undermine change or improvements
Recognise and act upon commercial or efficiency opportunities	Fail to support the Council's move towards a more commercial culture
Strive to support new initiatives and a more commercial culture	