

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Refuse Collector	<b>Grade:</b>	GGS6	<b>Job Code:</b>	LCC280
<b>Service/Team:</b>	Public Realm Waste & Recycling	<b>Role Type:</b>	FIXED	<b>Reports to:</b>	Operations manager & Supervisors
<b>Line Manages:</b>	N/A				

Job Overview
<p><b><u>Overview</u></b></p> <ul style="list-style-type: none"> <li>To be responsible for the safe handling and collection of residual and recyclable waste from both domestic and trade customers</li> <li>The hours of work are 37 hours per week, based at White Lund Depot, Morecambe. Hours of work will be over 4 days, 7.00 am to 4.45 pm. On occasion you may be required to work from 6.00 am and may also be required to work until 6.00 pm.</li> </ul>
Direct Responsibilities
<ul style="list-style-type: none"> <li>Undertake duties on waste collection rounds from a variety of locations and load onto waste and recycling collection vehicles. Waste/recyclables could be contained in a range of containers including sacks, boxes, and wheeled bins, or may not be contained in the case of bulky items.</li> <li>You must be able to work bank holidays which are normal working days (except for 25<sup>th</sup> December/26<sup>th</sup> December and 1<sup>st</sup> January), public holidays and extra “catch-up” days as directed by the Operations Manager. Catch up days for December bank holidays will either be the Saturday immediately before the bank holiday or the Saturday after, and work across routes, flexible working at weekends is also required.</li> <li>To assist the Driver in safe manoeuvring of the vehicle which will involve acting as a manoeuvring assistant outside of the cab, taking account of safety of the public, vehicle, driver, other colleagues, property and yourself.</li> <li>To operate mechanical bin lifting equipment in a safe manner in accordance with training and observing health and safety procedures including risk assessments. Proper use of associated tools and refuse/recycling containers, utilising the manual handling techniques that you will be trained in.</li> <li>To communicate in a polite, courteous and professional manner with members of the public, explaining, where required, the collection service. You must take responsibility for the cleanliness of your working environment, ensure gates are closed, accidental spillages are cleared and bins and boxes are neatly returned to the point of collection.</li> <li>You must identify and sort acceptable recyclable materials at the kerbside and whilst they are being placed in the correct hopper, ensure that contamination of load is kept to a minimum.</li> </ul>

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- You must identify reasons for non-collection and report to your driver in order that all paperwork is accurate so that it can be reported back to the Supervisors and the back office.
- You may be required to operate technical in cab or mobile devices to record waste collections and you must be prepared to embrace any new technology that is required for the effective delivery of the service.
- You must be prepared to undertake any other duties associated with refuse collection, for example, house clearances, medical collections and deliveries.
- You must participate in the appraisal process, contributing to the Council's Corporate Plan by meeting specific objectives and be prepared to undertake all training and development appropriate to the current and future needs of the post.
- Undertake other reasonable manual duties appropriate to the grade and experience of the post holder, as directed by Supervisors, Senior Officers and in response to reasonable requests by other office staff.
- Be physically capable of heavy manual work and of walking 15-20 miles per day. Co-operate with the team to ensure the safe, timely completion of the days scheduled work.
- Maintain paperwork/records such as worksheets, missed bin tickets, weighbridge tickets, complaint information and schedules, keeping these up to date, completing and returning to the office in a timely manner.
- Complete Hazard Reports, accident forms and other similar paperwork as necessary and ensure health and safety policies and procedures are followed and maintained at all times.
- Maintain a good standard of appearance and conduct as a representative of Lancaster City Council, wear the Uniform and personal protective equipment provided to you.
- The post holder must carry out their duties with full regards to the Council's Health and Safety policies and procedures.
- The post holder should take a proactive approach to waste collection in order to deliver a high standard of service.

### Primary Measurable Objectives

- **Contributing to place; Promoting a clean & safe environment** – Successful completion of daily work tasks, promote recycling by helping customers to recycle, sorting where necessary & distribution of educational literature in order to meet recycling targets.
- **Working Safely** – Follow all Health & Safety policies and procedures, working in accordance with occupational Risk Assessments for domestic, trade & recycling collections. Report accidents and hazards in a timely manner. Assist driver in safe manoeuvring when reversing vehicle in accordance with training received.

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- **Customer Service** – Dealing with customers and members of the public in a courteous and professional manner so as to engender confidence and loyalty in the service provided. Assisted collections to be remembered. Take responsibility for the cleanliness of the working environment, spillages are cleared, receptacles returned to the point of collection and not left so as to cause obstructions, gates closed etc.
- **Change management** – Help to maximise efficiencies from changing working practices including in cab technology in order to incorporate and service where practicable new and additional properties in the district using existing resources.

### **Staff Management Responsibilities**

- **N/A**

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
<b>Specialised Qualifications &amp; Training</b>	Willingness to learn and use a variety of vehicles and equipment.	Full UK driving licence.	App Form, Interview, Certificate
<b>Experience</b>	N/A	N/A	App Form, Interview
<b>Job Related Skills, Knowledge &amp; Abilities</b>	Able to demonstrate a reasonable level of written and verbal communication skills.	Good knowledge of all streets in the Lancaster and Morecambe District.	App Form, Interview
<b>Personal Attributes</b> Including Interpersonal & Communication Skills	Able to demonstrate a reasonable level of written and verbal communication skills.		App Form, Interview
<b>Special Requirements/Other</b>	You will be required to work on Bank Holidays which are normal working days (except for 25 <sup>th</sup> December/26 <sup>th</sup> December and 1 <sup>st</sup> January), public holidays and extra "catch-up" days as directed by the Operations Manager. Catch up days for December bank holidays will either be the Saturday immediately before the bank holiday or the Saturday after.		App Form, Interview

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### **Additional information**

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	