

Job Description

Post title	Waste Loader	Grade	C
Department	Neighbourhood Services – Place & Communities	Post ref	AWM5502

Overall job purpose

Undertake individually or as part of a team duties connected with the removal of household, industrial and commercial waste from a variety of locations.

Ensure daily work is completed safely and efficiently, in accordance with statutory guidelines.

Contribute in providing a clean, safe and accessible environment and the smooth running of day-to-day operations of Waste Services by ensuring that all material is collected according to the specified work schedule.

Provide customer assistance to residents and businesses on waste management, material separation and general waste related issues and services.

Reporting relationships

Reports to: Waste Driver

Responsible for: N/A

Key tasks and responsibilities – post specific

Responsible for delivering a clean, safe and accessible environment by helping the residents and businesses of Ashfield dispose of their waste in a responsible and sustainable manner.

Responsible for ensuring high levels of service quality and customer service at all times, responding to any customer enquiries in a professional and courteous manner.

Undertake refuse, recycling and bulk collections of waste from domestic, trade and industrial premises as required and in line with the day's collection schedules.

Undertake waste collection from the specified location (including assisted collections), without causing any avoidable damage, noise or spillage.

Operate vehicle bin lift safely, ensuring the safe use of the equipment, maintaining annual training certificate in bin lift operations and reverse assistance (CPD)

Clean up any waste spillage that occurs from either container or vehicle.

Ensure all containers are emptied and returned to their original location and so as to avoid creating an obstruction to vehicles and pedestrians

Monitor contamination on all rounds, making the relevant decisions to adhere with the Simpler Recycling Legislation, informing the Driver so relevant information is logged on in cab system

Record any non-collections or service issues accurately and notify customer by relevant means.

Reportable issues to include:

- Damage to waste receptacles
- Bin which fall in to lorry
- Inability to access a street
- Bins not emptied due to contamination, raised lids, wrong bin out, etc.

<ul style="list-style-type: none"> • Other relevant information
Inform the customer, business and driver of any reason for non-collection such as contamination, raised lids, wrong bin, etc. by leaving the appropriate leaflet, ticket or sticker. so this can be logged correctly on in cab system
Inform the customer, business and driver of bins falling into the back of the lorry by leaving the appropriate card or verbally
Engaging with residents and trade customers on enquiries regarding waste collections and signposting to trade waste services.
Minimise the number of missed collections, e.g. by wheeling out bins where practically possible when access has been restricted and returning them to their original location after emptying and closing any gates to properties.
Ensure completion of the daily round and to assist other crews in completion of their rounds when requested by a Team Leader and assist other loaders with bins.
Undertake the method of working as laid down by Management and not to take shortcuts across private areas of premises, or ride on the vehicle other than in the cab.
Work in a way which maximises health and safety and minimises the opportunity for slips, trips and falls, ensuring compliance with appropriate legislation.
Work outside have exposure to all weather conditions, performing work that requires physical effort and periods of sustainable effort whilst loading.
Undertake any necessary training at the request of Management.
Wear the appropriate Personal Protective Equipment (PPE) at all times, reporting any missing PPE to a Team Leader immediately.
Provide a supportive and mentoring role to new team members while they become accustomed to the work.
Ensure instructions regarding the prevention of overloaded vehicles are adhered to at all times.
Ensure equipment provided is serviceable and correctly used at all times within health and safety guidelines.
Keep mobile communications charged and switched on throughout the working day and use them to notify management of any delays, difficulties or dangerous conditions as soon as they occur. Hand held devices are not to be used whilst vehicles are in motion Use electronic systems as part of daily operations. Utilise relevant electronic systems which includes: Record vehicle checks and access round information Report 'Street Complete.' Receive operational messages Pass information to the team such as bins not out and additional waste
Undertake any other duties commensurate with the grade of the post as may be required by Management within the Neighbourhoods Services.

Key tasks and responsibilities – corporate
Operate according to the Council's corporate values and codes of behaviour.
Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:		Date:	
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