Job Description & Person Specification

Job Title:	Specialist Waste Driver / Operative	Job Reference:	
Service:	Environmental Service		
Location:	Portway Depot (Andover)	Grade:	3/4 – Career Graded
Reports to:	Senior Environmental Services Officer		
Date:	August 2024		

Our Values and behaviours:

We expect all of our employees to live by and demonstrate our values and behaviours that lay the foundation of how we work. Our six values are:

KINDNESS
COLLABORATION
ACCOUNTABILITY
EQUITY, DIVERSITY AND INCLUSION
AUTHENTICITY
PRIDE IN OUR DEMOCRACY AND PUBLIC SERVICE

For full details, please visit our website:
Test Valley, a great place to work | Test Valley Borough Council

Main job purpose

To provide a range of waste collection services, this includes carrying out the bulky waste, clinical waste and narrow access waste and recycling collection services. In addition, to provide support with the food waste collection service, waste and recycling collection service and street cleaning teams as needed. To drive and operate vehicles up to 7.5 tonnes throughout the borough as required, including efficient route planning.

Main responsibilities and duties/ Principal Accountabilities

1. Carry out the Council's bulky waste collection service as required. This will require safely driving a 7.5 tonne caged vehicle throughout the borough. To plan each day's collection requests, optimising routes to ensure efficiency at all times. To assess, and reject where appropriate, items that do not meet the service requirements. To follow all POPs/WUDS guidance when collecting relevant seating/soft furnishings etc. To ensure the work is fully completed each day. To work alongside a colleague to ensure safe manual handling.	20%
2. Carry out the Council's clinical waste collection service as required. This will include safely driving a 7.5 tonne caged vehicle throughout the borough, independently. To plan each day's	20%

collection requests and optimising routes to ensure efficiency at all times. To ensure all clinical waste (bags and sharps boxes) is carried safely at all times, as specified within Hampshire County Council's Healthcare Waste Protocol. To assess, and reject where appropriate, items that do not meet the service requirements. To ensure the work is fully completed each day. To update the collection schedule with any resident requirements, ensuring this information is passed back to the supervisor.	
3. Carry out the Council's narrow access waste and recycling collection service as required. This will require safely driving a 7.5 tonne narrow access vehicle throughout the borough, independently, in smaller roadways and other difficult to access areas to reach properties that the RCV fleet cannot. To complete each day's collection requirements, ensuring efficiency at all times. To assist the Council with its behavioural change approach to waste and recycling, by visually assessing the household waste and recycling bins presented for collection, and tagging and/or rejecting, where appropriate, any bins which do not meet the service requirements. To empty the wheeled bins and return them to their point of collection. To ensure the work is fully completed each day. To update the round sheet with any feedback or comments, including contamination issues etc. ensuring this information is passed back to the supervisor, daily.	20%
4. Carry out food waste collection duties, once these commence. This will require safely driving a 7.5 tonne food waste vehicle, completing each day's collection requirements, ensuring efficiency at all times and collecting and loading food waste caddies. Working in a team of two, each kerbside caddy will need to be visually inspected to ensure compliance - tagging and/or rejecting where appropriate, any which do not meet the service requirements. To ensure the work is fully completed each day. To update the round sheet with any feedback or comments, including contamination issues etc. ensuring this information is passed back to the supervisor, daily.	10%
5. Carry out street cleaning duties, and/or other functions across the borough including; bin deliveries, siting glass banks, street sweeping, litter collection, fly tip removal, graffiti removal and working with community groups. This will involve the use of chemicals for graffiti removal and mechanised pieces of machinery; including hedge trimmers and strimmers, as well as using basic tools such as brushes, shovels and litter pickers to ensure that the borough's cleanliness is maintained to the required standard.	10%
6. Carry out frontline waste collection duties removing waste from designated collection points, or as instructed, returning the waste receptacles to the point of collection. To assist the Driver Chargehand as required.	5%
4. Carry out daily vehicle checks and report any defects thus ensuring the vehicle is properly maintained to ensure compliance with the Operator's Licence requirements. Clean both the interior and	5%

exterior of the vehicles as required or at least every fortnight.	
5. To support your supervisor as requested and to ensure excellent customer service is provided at all times.	5%
6. Keep all records up-to-date and legible including both paperwork and digital. This will include service requests, forms, drivers log books, defect reporting books.	5%

NB The particular duties and responsibilities attached to posts are of necessity in many cases somewhat difficult to define in detail, and may vary from time to time without changing the general character of the duties or the level of responsibility entailed

To ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation. This includes legislation on equalities, health and safety and safeguarding children and vulnerable adults.

Supervision and Management

No direct reports.

Resources

The postholder will be responsible for:

- keeping and maintaining relevant equipment provided to them/their team in order to fulfil their role/s
- keeping and maintaining a vehicle/s provided to them/their team in order to fulfil their role/s

Contacts and relationships

The post holder may have contact with members of the public, council officers, councillors and clients.

Working environment

- This is an outdoor based role.
- Exposure to all weather conditions, traffic conditions, hazards connected with

exposure to dirt, dust and noise.

- Will involve handing of chemicals, and contact with unknown substances and materials.
- Contact with the public with risk of challenge or abusive behaviour.
- The post requires a lot of walking standing, bending, and lifting throughout the day.

Person Specification/ Competency Framework

Progression from Grade 3 to Grade 4 is dependent upon the postholder demonstrating that they have the required knowledge and experience to perform the full remit of the role independently. The essential criteria detailed below is required at Grade 3. To progress to Grade 4, the postholder must demonstrate that they meet the 'desirable' criteria.

CRITERIA Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	**ESSENTIAL/ DESIRABLE**
Educational and professional qualifications	
• LGV Class C1 licence in order to drive the bulky/clinical/narrow access/food waste collection vehicles. • Driver Certificate of Professional Competence (Driver CPC)	E E
Knowledge	
• Safe manual handling and general safe working practices • Route planning and map reading (or an aptitude to learn it) • Operational waste policies and safe collection of waste (this can be learned on the role) • A knowledge of the Test Valley Area • Graffiti removal procedures	E E D D D

Experience	
• Experience of driving vehicles up to 7.5 tonnes in difficult to reach places • Experience of route planning in an efficient way • Experience of working safely outdoors in all weathers • Experience of delivering a polite and good quality customer service • Experience of working in a physical role and of safely lifting and collecting/delivering large items • Experience of collecting general or specialist waste such as clinical waste, bulky waste, household waste and recycling	E D E E E D
Key skills	
• Ability to read and understand key instructions and write notes and complete paperwork (including digitally) • Ability to prioritise own work • Ability to communicate in a supportive and sensitive way with a range of people including more vulnerable customers • Ability to work as part of a team with a flexible and supportive approach to deliver a high-quality service	E E E E
Personal qualities and behaviours	
• Customer focused • Enthusiastic and self motivated • Good self presentation • Reliable and able to work in a busy role to meet deadlines • Diplomatic and tactful • Able to use own initiative	E E E E E E
Other Factors	
• This role requires a uniform to be worn • Occasional overtime and weekend working	
Corporate Responsibilities	
All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include: **Health and Safety -** Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974. All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.	

Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.

Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.

Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.

Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information.
Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.