Antrim and Newtownabbey BOROUGH COUNCIL

JOB DESCRIPTION

JOB TITLE: Waste Resource Management Driver Category C

GRADE: Scale 4 (SCP 9-13) £28,153 - £30,023

DEPARTMENT: Operations Department

RESPONSIBLE TO: Waste Resource Management Supervisor

RESPONSIBLE FOR: Crew Members

LOCATION OF POST: Primarily based at Environmental Services Depot, Antrim but may be required to work at any WRM facility throughout the Council Borough

MAIN PURPOSE OF JOB

Provision of Waste Resource Management (WRM) Services including the collection of residual and recyclable waste resource from the kerbside; street cleansing; environmental cleansing; delivery of stores items; and Household Recycling Centre functions in accordance with the quality standards set by the Council.

Manage human and physical resources required to deliver the above.

PRINCIPAL RESPONSIBILITIES

1.	Ensuring that each day's task, rota and workload is completed on the appropriate day and the week's tasks are completed within the normal working week, with the exception of unforeseen circumstances (e.g. breakdowns etc) to the quality standards set by the Council.
2.	Responsible for the inspection of waste resource management containers to ensure they comply with Council Policy, completing rejection/damage reports for management action.
3.	Apply traffic management knowledge and skills in compliance with Road Traffic Regulations (NI) Order 1997 as amended and all other relevant legislation.
4.	Responsible for daily cleaning of vehicles and mechanical sweeper hoppers and grills etc. Carrying out routine vehicle maintenance checks as specified including cleaning and operation of any fitted power mechanism.
5.	Responsible for the completion of records (e.g. daily vehicle defects, accidents, safety checks). Daily reporting any actual or potential mechanical or electrical faults, or damage to the vehicle, to the WRM Supervisor as applicable.

6.	Responsible for ensuring on-board cameras, safety devices, communication systems and computerised systems are fully operational and used.
7.	Maintain records, completing documentation and all associated work including receiving and giving instructions to crew members. Supervision of crew, the operation of the service and customer liaison in accordance with the standards set by the Council. Carry out key holder duties on occasions.
8.	Carrying out WRM Collection duties, to collect all approved domestic and commercial refuse and recyclable containers presented, ensuring all containers are returned to a safe position.
9.	When carrying out Street Cleansing duties, cleanse footpaths and adjacent gutters, collection of litter on public highways and other specified areas within the Borough to the quality standards set out be Council by means of manual sweeping, shovelling, litter picking, pedestrian operated suction sweepers and other appropriate methods.
10.	Emptying of litter bins and waste receptacles, weeding of footpaths and gutters, cleaning of street furniture, removal of fly-tipped and fly-posted materials, removal of animal carcasses and any other cleansing or emergency works.
11.	Collection of bulky domestic items, heavy garden waste, and accumulations of waste resulting from illegally dumped materials. Collection of litter, as and when required, on specified carriageways, verges and any Council owned property.
12.	Carrying out Household Recycling Centre duties, to supervise the disposal of all waste, assist members of the public with the disposal of large and heavy items, ensure that the use of recycling facilities are maximised and that the site is kept clean, tidy and free from litter. Maximise the diversion of waste resources from the residual waste stream to increase the recycling and recovery of waste.
13.	In the event of inclement weather preventing normal work undertake alternative tasks commensurate with the level of the post as may be allocated by management, including gritting and snow clearance.
14.	Assist and carry out the delivery of Council communications, including leaflets, stickers, & flyers, which may require to be attached or stuck to a bin or delivered through letter box or equivalent.
15.	Assist and ensure the safe delivery of stores items as directed by the Stores Supervisor.
16.	Contribute to the performance of the Operational Services Section to ensure key performance indicators for the Section are achieved.
17.	Attend meetings and participate in training relevant to the work of the Section.

18.	Comply with, and ensure that staff comply with, Council's policies and procedures including those relating to Health, Safety and Well-being.
19.	If not on driving duties, carry out the duties of a Waste Resource Management Operative.
20.	Communicate fully with your line manager, colleagues and customers in order to enhance the service provided.
21.	Co-operate with the Council, its officers and staff to enable them, as far as necessary to conform and comply with any duty or requirement imposed as a result of any law which may be in force regarding health and safety.

The principal responsibilities listed above are an indicator of the main aspects of the role as opposed to representing a definitive list.

GENERAL RESPONSIBILITIES

1	Demonstrate a team approach to achieving the objectives of the Section through full flexibility in relation to tasks undertaken.
2	Provide a high level of internal and external customer service including taking ownership of customer queries and complaints and following issues through to completion.
3	Continuously develop personal knowledge and skills to enhance internal and external customer service.
4	Comply with, and ensure that other staff comply with, Council's policies and procedures including those relating to health, safety, wellbeing and safeguarding.
5	Promote equality and diversity across all service areas through clear leadership, effective policy implementation and demonstrating appropriate behaviours in line with Council values.
6	Carry out any other duties commensurate with the level of the post which may be assigned including working in other sections of the Department and Council.

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EMPLOYEE SPECIFICATION

CATEGORY	ESSENTIAL	DESIRABLE	ASSESSED AT WHICH STAGE
QUALIFICATIONS	• Valid C licence • Hold a full CPC Licence/Drivers Qualification Card		Application form
EXPERIENCE	• Minimum of 2 years' experience operating with a category C licence	• Minimum of two years' experience within a waste management environment • Minimum of two years' experience of driving refuse collection vehicles • Minimum of 1 year experience operating HGV Mechanical Sweepers.	Application form & Interview
KEY SKILLS AND ABILITIES	• Strong organisational and time management skills • Ability to work with minimum supervision • Computer literate (to use Workflow Infinity for holidays/GPS)		Interview
SPECIAL KNOWLEDGE	• Working knowledge of health and safety procedures including manual handling and use of reversing assistants • Knowledge of waste collection and disposal and recycling issues • Traffic management		Interview
OTHER	• You will be required to do a Driver Assessment in order to fulfil the roles of this post.		After interview

CORE COMPETENCIES

Customer Focus • Establishes the needs of customers and strives to ensure these are met • Builds partnerships for mutual benefit • Instils high customer service in others and drives team to think of customer impact • Challenges poor customer service or lack of awareness in others • Handles complaints positively – listens to the customer's concerns without defensiveness or self-justification, shows concern, takes steps to remedy and follow up	Essential
Service Excellence • Seeks to continually improve services and processes that impact on customers • Focuses on the achievement of objectives and plans ahead to ensure goals are achieved in terms of excellence in service delivery • Seeks out and uses customer feedback to ensure customer needs are met and exceeded • Instils service excellence in others and drives team to improve service	Essential
Teamwork • Establishes effective working relationships with people at all levels through communication, consultation and interpersonal skills • Demonstrates ability to quickly resolve conflict • Works collaboratively with other teams and agencies both internal and external to the Council • Adapts style and approach to achieve effective outcomes	Essential
Communicating with Impact • Demonstrates persuasive communication skills and confidence in conveying information internally and externally • Responds and behaves positively and demonstrates resilience in communication • Demonstrates effective communication skills, both orally and in writing • Actively listens and uses a variety of methods to convey messages clearly and succinctly	Essential