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|  | | | JOB DESCRIPTION | | Form JD1 |
| JOB TITLE: Waste Services Driver-Loader | | | | **POST NUMBER:** 1100AKO | |
| **REPORTS TO** (Job Title): | | | | Waste Services Supervisor | |
| **DEPARTMENT:** Waste Services | | | | GRADE: 6 | |
| **JE REF:** | | | 4053 | PANEL DATE: | 05/09/2018 |
| **1.** | **MAIN PURPOSE OF JOB**  You will assist the Waste Services Supervisor, the Waste Services Delivery Manager and the Head of Service, in the provision of a customer responsive service for delivering a wide range of waste management functions. This includes the collection of domestic refuse and recycling.  You will drive a range of refuse and recycling collection vehicles around agreed routes and enable and assist loaders to collect waste reliably and safely and to dispose of it efficiently, ensuring that services are delivered on time and within budget. | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | |
|  | i. | Receive the day’s paperwork including, route details, time sheets, weight sheets, vehicle defect log and vehicle keys. | | | |
|  | ii. | Carry out daily vehicle check with the assistance of Waste Services Loaders where appropriate and record findings in log book, reporting any issues to the Fleet Workshop and Waste Services Supervisor. | | | |
|  | iii. | Ensure that work is carried out using the appropriate levels of customer care, which comply with the City of York Council's behavioural standards. | | | |
|  | Iv | Collect bins, boxes and black bags from their collection point and empty into the collection vehicle in line with agreed protocols and procedures. | | | |
|  | v | Collect any spilt contents along the way, sweeping up as necessary. | | | |
|  | vi | Collect bins, bags and boxes of refuse and re-cycling from inside the boundary of residents who are registered with the ‘Assisted Collection Scheme’. | | | |
|  | vii | Return the containers to the appropriate household boundary in the approved manner, to ensure a tidy appearance and safe access for residents and members of the public. | | | |
|  | vii. | To assist the Waste Services Delivery Manager and Waste Services Supervisors in undertaking work in relation to the future development of the service, involving staff and customers. | | | |
|  | ix. | Ensure compliance with the Waste Services Framework Agreement by all staff in the team. | | | |
|  | x | Carry out checks to ensure that recycling initiatives are not being compromised and refuse is correctly presented. Where waste has been inappropriately mixed, places stickers on bins detailing the reason for non-collection. Complete paperwork to identify premises failing to comply with separation of waste policies. | | | |
|  | xi. | Undertake daily workload, complying with normal procedures and the Waste Services Framework Agreement. | | | |
|  | xii | Provide feedback to the Waste Services Supervisors regarding the non presentation of containers, no access and other operational issues. | | | |
|  | xiii. | During normal routes and normal driving duties, assist the Waste Services Loaders where appropriate and as required by service need. | | | |
|  | xiv. | On occasions and depending on the resources available across the whole of Waste Services, you may be required to share loading and driving duties with another Waste Services Driver on your route. | | | |
|  | xv. | Ensures unsafe loads are not placed into hoppers eg bags or bins containing bricks which damage the bin attachment or the crushing mechanisms. Guide the Waste Services Loaders in refusing bags, boxes or bins and placing stickers on them with the appropriate notice. | | | |
|  | xvi | Respond to public enquiries or complaints whilst on your daily routes and report issues back to the Waste Services Supervisor or the Waste Services Delivery Manager. | | | |
|  | xvii. | Monitor vehicle weight and take for disposal when weight limits are reached, record contents and time. Under the guidance of Waste Transfer Station staff, manoeuvre the vehicle safely to disposal point, operate tilting and ram mechanism to empty the vehicle. Drive through wheel cleanser and return to daily route. | | | |
|  | xviii. | Ensure that work is undertaken in accordance with all of the City of York Council’s Health & Safety policies, risk assessments and workplace instructions. | | | |
|  | xix. | When at the Waste Transfer Station (Harewood Whin), ensure that work is undertaken in accordance with their Health & Safety rules and signed workplace instructions. | | | |
|  | xx. | During routes, note vehicle defects and either return the vehicle to depot or arranges for fitter/contractor to attend at the roadside. | | | |
|  | xxi. | If directed by a Waste Services Supervisor, comply with the task and finish procedure to assist other crews as per the Waste Services Framework agreement. | | | |
|  | xxii. | Report to the Waste Services Supervisor or Waste Strategy Team un-presented containers, breakdowns in service, no access and other issues which affect the efficient delivery of the service to residents. | | | |
|  | xxiii. | On returning to the Hazel Court Depot, complete time and driving sheets and the weights disposed of. Take the vehicle through washing process, fuel up, park up and return and sign in vehicle keys. | | | |
|  | xxiv. | Utilise where available any mobile or in-cab technology. | | | |
|  | xxv | Ensure that you utilise appropriately the Waste Services Loaders when manoeuvring vehicles, in line with the City of York Council’s Health and Safety policies and procedures. | | | |
| **3.** | SUPERVISION / MANAGEMENT OF PEOPLE Direct: None Indirect: None  Does not line manage any staff. However, when on routes, they are responsible for the vehicle and should guide the Waste Services Loaders allocated to their route.  Assists with induction of Agency workers and new starters. | | | | |
| **4.** | **CREATIVITY & INNOVATION**  Post holders are expected to use their initiative to deal with problems they encounter whilst on their routes, including:   * Dealing with impatient drivers/pedestrians * Gaining access to awkward spaces * How best to avoid blocking roads * Dealing with obstacles such as parked cars / delivery vehicles * Avoiding damage to pavements / grass verges * Disruption caused by traffic congestion, road works, vehicle defects etc * Overloaded bins, extra waste during busy seasons * Being short-staffed.   They are expected to respond to issues raised by residents and members of the public whilst on their routes.  They are able to contact the Waste Services Supervisor by mobile phone. | | | | |
| **5.** | CONTACTS AND RELATIONSHIPS **Internal**  Contacts are on a daily basis and include the Waste Services Delivery Manager, Waste Services Supervisors, Waste Services Loaders, agency staff and Civil Enforcement Officers.  Contact with the Waste Services Supervisor is made via mobile phone and through regular crew visits.  **External**  Contacts include residents, members of the public including road users, pedestrians, delivery drivers, shoppers and staff at the Waste Transfer Station.  Advice should be provided to members of the public where appropriate on how to use the waste/recycling receptacles. | | | | |
| **6.** | DECISIONS – discretion and consequences **Discretion**  Postholders have to decide how to carry out the day to day workload. This includes assessing bags or bins and which of the five rejection messages is appropriate.  They have to decide where it is not possible to go down a street and the Waste Services Loaders have to walk up to the vehicle with the waste.  Post holders have to judge between another journey to the Waste Transfer Station versus leaving some waste in the vehicle overnight, knowing likely quantities from the next day’s route.  Post holders have technical/safety decisions, eg whether a road is too slippery for safe manoeuvring and braking. How to position the vehicle for safe tipping and whether it is possible to manoeuvre down streets with numerous parked vehicles.    **Consequences**  Making the right decisions ensure the safety of the crew, the vehicle, the public and their vehicles. They are assisted by their general knowledge of the route and their technical/driving experience as a qualified LGV/CPC driver.  Serious or significant disruption to the area during waste collection. Customer complaints will increase along with the reputation of the City of York Council.  Contaminated re-cycling will result in lost revenue and disposal charges by the Waste Transfer Station Contractor. | | | | |
| **7.** | **RESOURCES**  Vehicle – Worth approximately £200,000  Mobile telephone  Assorted tools, boots, gloves, protective clothes | | | | |
| **8.** | **WORK ENVIRONMENT** Work demands Postholders have daily and weekly schedules which they must keep to and these can be hindered by bad traffic etc. Physical demands Postholders have to climb frequently in and out of a range of high vehicles.  Post holders have to wash and refuel their vehicles on a daily basis.  Post holders will assist Waste Services Loaders, so may lift bins/bags up to 25 kilos and may wheel industrial bins up to 500 kilos.  **Working conditions**  Post holders are in the cab of the vehicle but are also out in all weather conditions to a considerable extent.  **Work context:**  Post holders handle dirty material and run risk of cuts or infection from the noxious materials being handled. They may experience verbal abuse from angry members of the public if a bag or bin is not removed (eg if unsafe). Road users can also be angry and abusive if delayed for even short periods. | | | | |
| **9.** | **KNOWLEDGE & SKILLS**   * Category C Large Goods Vehicle licence. * Driver CPC. * Knowledge of Health and Safety practices relating to themselves, colleagues and the public. * Experience of relevant manual handling techniques. * Knowledge of driving regulations and legislation. * Knowledge of Environmental Protection regulations. * Working knowledge of a range of refuse collection vehicles. * Knowledge of the local area. * Good communication skills. * Be vaccinated for tetanus and Hepatitis B. | | | | |
| **10.** | **Position of Job in Organisation Structure**  Post holders report to Refuse Supervisor.. | | | | |
| **Position of Job in Organisation Structure**  Job reports to:  **Waste Services Supervisor**  THIS JOB  Jobs reporting up to this one:  None | | | | | |