

Directorate	East Cambs Street Scene Ltd
Job Title	Waste Collection Loader
Salary	£28,031
Responsible to	Driver/Team Leader
Responsible for	No members of staff

Purpose of Post:

1. Working alongside the team leader, collect waste from properties throughout the district. The type of waste will vary and will include refuse, dry recycling, food and garden.
2. Work in accordance with East Cambs Street Scene's collection policies and safe working practices.
3. To undertake other similar duties such as bag or bin deliveries, cleansing and delivery of promotion materials as directed.

Main Duties and Responsibilities:

1. The collection of all forms of waste from any location as directed in wheeled bins, bags, boxes or other suitable containers.
2. Inspection of bins for contaminated recyclates.
3. Reporting issues on the round to the Team leader such as bins not placed out for collection, contaminated recycling, access issues, issues with assisted collections.
4. The delivery of new sacks and recycling promotional material as directed.
5. Assisting when required with vehicle manoeuvring both during collection operations and when the vehicle is being emptied.
6. To follow instructions given by the Driver/Team Leader.
7. Professionally responding to queries from members of the public and providing advice and information or directing them to the appropriate place to obtain the information they require.
8. Assist other crew members, providing advice and direction particularly to new employees and agency workers.
9. Reporting accidents and incidents as they occur to the Driver/Team Leader. If necessary reporting directly to the relevant assistant manager.
10. Maintaining records as required.
11. Conduct all duties in a safe and proper manner, as defined in the Safe Working Practices.

12. Undertake any other duties appropriate to the skill and ability level of the post as directed from time to time.

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.

Values and competencies required when established in the role

Team Working	Customer Focus
You will actively work as part of your immediate team and the wider team delivering the Street Scene Service. You consider, encourage and support the individual needs and contributions of each team member and recognise and reward their achievements. You will support and guide new starters and new members of your team.	You understand and demonstrate the importance of conducting yourself professionally at all times. You listen to the customer, communicate clearly, and demonstrate respect. You encourage colleagues to understand how their work and behaviour can affect the customer. You aim to exceed customer expectations.
Change and Innovation	Making Things Happen
A flexible and adaptable approach to your work, prepared to take on new challenges, and remaining positive about change. You support colleagues to adapt and constructively challenge negative behaviours. You will look for opportunities to improve efficiency and share ideas to improve the service.	You will take responsibility for completing your work and support others to complete their work when required. You will take a proactive approach to your work and make judgements and decisions that help you deliver a high quality and high performing service. You will plan ahead and organise your time. You will take timely decisions
Relationships and Communication	Personal Development
You will treat your colleagues with respect and build effective relationships with your colleagues. You will communicate clearly and confidently. You will constructively feedback and challenge unacceptable conduct of colleagues. You will act as a role model.	You will be open to learning new skills and taking on new information and responsibilities as appropriate. You will actively participate in training and ensure you apply the new skills you have learned.

Person Specification

Knowledge, Skills and Abilities	Essential	Desirable
High degree of awareness and able to take decisions on personal safety, safety of colleagues and safety of members of the public when collecting refuse and recycling.	✓	
High degree of awareness needed of the dangers associated with working continually near the highway and with complex machinery.		✓
Ability to follow instructions and safe systems of work	✓	
Able to work in a team and effectively communicate with colleagues	✓	
Ability to undertake an assessment of the risks when manoeuvring vehicles and take appropriate action to ensure the safety of the crew and public.		✓
Customer care skills	✓	
Ability to work unsupervised	✓	
Physically Fit, able to manual handle bins and waste and able to walk up to 10 miles per day	✓	
Able to read work instructions and complete necessary work documentation.	✓	
Experience	Essential	Desirable
Working in a team to achieve group tasks and goals	✓	
Working in a fast paced environment	✓	
Dealing with customers, taking enquiries and providing advice or direction.	✓	
Previous experience of working outdoors or in a waste collection service		✓
Qualifications	Essential	Desirable
WAMITAB Level 1		✓

Contacts (90% internal 10% external)

Internal: Direct and indirect employees and colleagues within the division and other directorates.

External: Members of the public, customers of charged for services and businesses.