Role Profile
Class 2 HGV Driver

Directorate	East Cambs Street Scene Ltd
Job Title	Class 2 HGV Driver
Post No	ECSS1
Salary Hours	Salary £33,706 + overtime at 1.5 weekdays & double time at weekends. 37.5 hours per week Monday to Friday with contractual weekend working during catch up periods. Working hours based on group task and finish
Responsible to	Operations Supervisor
Responsible for	No direct line management but oversight of loaders up to 3

Purpose of Post:

1. To lead and supervise a crew to collect waste on any designated collection round each day across the district. The type of waste will vary and will include refuse, dry recycling, food, garden and clinical.
2. To work alongside the Management team to provide regular and timely information about the progress of the collection round including any issues such as road closures, incidents or accidents, missed bins or assisted collection.
3. To work in accordance with the Driver Handbook to ensure all responsibilities relating to management and driving of the vehicle are carried out as specified and in compliance with our Operators Licence.
4. To work in accordance with safe working practices for waste collection from properties throughout the district.
5. To undertake other ancillary duties such as bag or bin deliveries, cleansing and delivery of promotion materials as directed.

Main Duties and Responsibilities:

1. Plan daily collection round and organise the crew to ensure the successful completion of a designated round or work plan as directed by the Management Team.
2. Collecting all forms of waste from any location as directed, clearance of spillages associated with the collection activities.

3. Ensuring the allocated round/work plan is completed, returning to areas where collection was not possible first time, taking responsibility for missed bins and directing crews on customer requirements (such as assisted collections).
4. Ensuring that all waste is collected in accordance with Council policy and completing the emptying of missed bins within the operating day unless otherwise agreed with the Management Team. Ensuring any waste that is not collected is rejected in line with the Council's policies (e.g contaminated recycling bins) and recorded/notified to the Management Team.
5. Assist with loading waste onto the vehicle when peak workloads are being encountered (e.g. where there are a large number of bins at a collection point).
6. Working with other drivers on the same collection service and assisting them to ensure that all collections are completed by the end of the day. Providing assistance to other crews as directed by the Management Team.
7. Responsible for the safe management of the vehicle and ensuring all duties set out in the Drivers Handbook are followed. Ensuring the Vehicle is operated in line with the requirements of the Operators licence, e.g. breaks taken, daily vehicle checks undertaken, defects reported, vehicles are not overloaded.
8. Responsible for the conduct of all crew members, ensure that crew members follow safe working practices in their day to day activities, are wearing the correct PPE and bringing any matters of concern to the Management Team.
9. Reporting all accidents and incidents as they occur and completing relevant paperwork.
10. Professionally responding to queries from members of the public and the Call Centre and providing advice and information or directing them to the appropriate place to obtain the information they require.
11. Maintaining records either paper or digital as required, ensuring all records are completed clearly and in a timely manner.
12. Undertake ancillary services such as delivery, collection, replacement of bins and other equipment, delivery of sacks and communications materials for customers.
13. 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 lead your immediate team and work with the wider team delivering the Street Scene Service. You will give directions to your team to ensure they stay on target to deliver a high performing service.You consider, encourage and support the individual needs and contributions of each 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

member and recognise and reward their achievements. You will support and guide new starters and new members of your team.	customer expectations and resolve issues and complaints.
Change and Innovation	**Making Things Happen**
A flexible and adapatable approach to your work, prepared to take on new challenges, over come obstables and remaining positive about change. You support collegues to adapt and constructively challenge negative behaviours. You will dynamically assess risks in the working environment. You will look for opportunities to improve efficiency and share ideas to improve the service.	You will make timely decisions, 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 take responsibility for delivery your work on time and to a high standard. You will make judgements and decisions that help you deliver a high quality service. You will plan ahead and organise your time.
Relationships and Communication	**Personal Development**
You will develop a Team ECSS ethos, motivate your team and the wider team at ECSS. You'll treat your collegues with respect and build trusting effective relationships with the management team. You will communicate clearly and confidently, and be confident at giving direction and instructions to others. You will constructively feedback and challenge unacceptable conduct of collegues. You will act as a postive role model to your team.	You will maintain your CPC and ensure you adopt best practice for your role. You will be open to learning new skills and taking on new information and responsibilitites 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 waste	✔	
High degree of awareness needed of the dangers associated with working continually on and near the highway and with complex machinery.	✔	
High degree of knowledge in relation to driver responsibilities to ensure legal compliance and best practice driving techniques are used.	✔	
Ability to follow and give instructions and follow safe systems of work	✔	

Able to supervise a team and communicate clearly and effectively, delegating tasks fairly and motivating staff to achieve their goals	✔	
Ability to dynamically assess risks when manoeuvring vehicles and take appropriate action to ensure the safety of the crew and public.	✔	
Customer care skills and ability to provide advise and information in a proffessional manner	✔	
Ability to work unsupervised and use initiative	✔	
Physically fit and able to manual handle bins and waste when required	✔	
Able to read work instructions and complete necessary work documentation.	✔	
Experience	**Essential**	**Desirable**
Planning and managing workload, identifying what is required before each task, and making appropriate decisions to ensure workload in completed	✔	
Leading a waste collection team or other team to achieve group tasks and goals		✔
Working in a fast paced environment	✔	
Dealing with customers, taking enquiries and providing advice or direction.	✔	
Driving an HGV within a customer orientated organisation. 1 year	✔	
Qualifications	**Essential**	**Desirable**
WAMITAB Level 1		✔
Category C Driving licence	✔	
Driver Qualification Card (35 hours Driver CPC)	✔	
First aid certificate		✔

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.