Job Profile template
Employee

JOB TITLE:	Refuse/Recycling Chargehand
GRADE:	2
POST NO:	Variuos
JOB TIER:	5 (non-management)
DBS CHECK:	N/A
DIRECTORATE:	Resident Services
SERVICE:	Waste

REPORTING STRUCTURE

Reports to:	Refuse/Recycling Supervisor
Direct Reports:	5
Indirect Reports:	Nil

ROLE PURPOSE:

To oversee the safe delivery of Refuse/Recycling rounds undertaking Reverse Assist duties, ensuring efficient collections and acting as the Resident/Public liaison member of the crew. To undertake as a member of a team , duties connected with the removal of household and commercial refuse/recycling form a variety of locations (for example houses, shops, schools).

Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. Working with Others

- To work collaboratively with colleagues and stakeholders across the Council.
- To support/mentor new employees/ team members where requested by management.
- To ensure proactive and positive engagement in team meetings and events, maintaining good communication to all team members and maintaining engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).

3. Operational Service Delivery

- To undertake the collection of refuse/recycling from a pre-determined route each day.
- Ensure all refuse/recycling is collected.
- Clear all spillages made by any member of the crew and where practical spillages made prior to crew handling the waste.
- Ensure work is carried out by the crew, with minimum disruption to the public
- All administrative works are complete and returned to operational office each day.
- Inform Supervisors of any operational difficulties i.e. blocked access etc.
- First point of contact whilst on-site for members of the public, road users etc to discuss operational issues/problems.
- Always maintain safe working practices.
- To fully participate in the refuse/recycling collection arrangements around public holidays, recognising the need to work later to complete the daily task.
- Take responsibility for your own Health and Safety including the wearing of ll Personal Protective Equipment.
- Operating the rear compaction mechanism throughout the working day.

- Assisting the driver in safe manoeuvring of the vehicle on the round or at the disposal location.
- Taking responsibility for the collection of any missed bags/bins as directed by the Supervisor.
- Ensuring work is carried out by the crew with minimum disruption to the public i.e. advanced waste causes no obstruction.
- Ensuring any administration required is completed i.e. completion of trade sheets, returning missed bin instructions marked as done.
- Informing supervisor/manager of any operational difficulties i.e. blocked access and agrees with the supervisor alternative arrangements for the collection of waste/recycling.

4. Service Support & Development

- Via day-to-day contact with supervisor/manager to ensure you understand team targets and key performance indicators i.e. complete daily tasks including missed collections.
- Maintain knowledge of the current team plan and understanding of own contribution to ensure delivery of this plan.
- Completion of daily task/route including the collection of all missed bins/bags.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify and cost-effective changes to own way of working i.e. taking care of all protective clothing.

6. Service Improvement

- To identify and suggest any improvements to current ways of working to deliver a more efficient and effective service for customers.

7. Contacts

- Internal – council staff and colleagues at all levels.
- External – residents and traders within the London Borough of Hillingdon, and service users.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Completion of daily task, recognising the need to be flexible in the hours worked.

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS (list)	**ESSENTIAL** ✓	**DESIRABLE** ✓
Full Driving Licence Safety Awareness Training	✓	✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	**ESSENTIAL** ✓	**DESIRABLE** ✓
Being physically able and have the stamina to undertake walking up to 12 miles a day and lifting approximately 8 Tonnes of waste per day	✓	✓
3. EXPERIENCE **(**describe)	**ESSENTIAL** ✓	**DESIRABLE** ✓
In manual handling and lifting Previous experience in the waste environment Stable work record	✓	✓
4. KNOWLEDGE & SKILLS (list)	**ESSENTIAL** ✓	**DESIRABLE** ✓
Flexible approach to start and finish times Local knowledge of the Borough	✓	✓
5. COMPETENCIES	**ESSENTIAL** ✓	**DESIRABLE** ✓
"Can do" positive attitude Demonstrates a commitment to changing work practices and processes and a willingness to try new ways of working or thinking.		
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met overcoming and making well considered decisions		

Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary whilst respecting and valuing the contribution of other team members experiences can bring		
Communication Demonstrates well developed written and verbal communications skills and the confidence to present report and verbal accounts credibly to a variety of different audiences.		
Customer Care Develops contacts and relationships with customer/client groups regularly reviewing service delivery and taking responsibility to ensure quality service provision.		
Takes ownership of personal development Takes action to develop own and others capability and knowledge by promoting and supporting development opportunities to improve performance.		

Our values

Respect
We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative
We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient
We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity
There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest
We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.