HILLINGDON
LONDON

Job Profile

JOB TITLE:	Refuse/Recycling HGV Driver
VEHICLE WEIGHT:	26 Tonnes
GRADE:	Scale 4
POST NO:	Various
JOB TIER:	5 (non-management)
DBS CHECK:	N/A
DIRECTORATE:	Resident Services
SERVICE:	Waste Services

REPORTING STRUCTURE

Reports to:	Waste Supervisors
Direct Reports:	Nil
Indirect Reports:	Up to 5

ROLE PURPOSE:

All roles within Waste Services seek to improve the environment including the cleanliness of the Borough; and assist the public to dispose of their waste correctly and increase the use of the Council's recycling schemes: thus, raising the standard of living for the residents of Hillingdon.

Responsible for driving an HGV or other vehicle daily on a pre-determined route collecting refuse/recycling/garden or food from a variety of areas and a full range of

containers, such as household bins, plastic sacks, wheelie bins and communal bins and discharging vehicle load at the designated site.

Responsible for the vehicle throughout the day, including; undertaking daily vehicle checks, completing all vehicle check sheets, ensure cleanliness of the vehicle, as well as safe driving and utilisation of the vehicle. Ensure all vehicle defects are promptly reported as soon as they arise, whether before, during or at the end of the working day.

Always ensure safe manoeuvring of the vehicle; working closely with your immediate team and site staff.

Responsible for ensuring vehicle weight is within permitted limits including load.

Job Description

1. Resident & Community Contribution

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

2. People Management

- 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).
- In the absence of a Chargehand, Driver is responsible for other crew members.

3. Operational Service Delivery

- Drive an HGV or other vehicle daily undertaking the collection of refuse/recycling/garden and food waste from a pre-determined or one-off route.
- Responsible for the vehicle throughout the day, including;
    - To complete and undertake all daily vehicle check sheets.
    - Promptly report any or all vehicle defects at the earliest opportunity.
    - Ensure safe manoeuvring of the vehicle around the Borough and at the disposal site.
    - Responsible for discharging the vehicle load at the designated site.
    - Ensure that the vehicle is kept clean.
- Always maintain safe working methods adhering to all traffic regulations, including temporary arrangements, H&S regulations and local guidance.
- Immediately report any accidents or incidents involving members of the crew or the vehicle to the Waste Supervisors and complete any associated paperwork.
- Undertake reversing procedures with the use of a reversing assistant at all times.

- Take responsibility for your own health and safety including the wearing of all Personal Protective Equipment.
- Complete any paperwork and returning it to the Waste Supervisors at the end of the day or if using in cab technology to receive, record and complete all daily work records.
- Accurately record and comply with driver hours and breaks as required e.g. via use of digital card, logbook. Complete daily download of driver's digital card.
- Participate in the refuse/recycling/garden and food collection arrangements around public holidays, and work weekends when required, recognising the need to be flexible to complete the daily task.
- Assist colleagues in manual handling and physical collection of waste as required.
- Use and operate the usual range of associated tools and equipment.
- In the absence of a Chargehand responsible for the completion of the daily workload.

4. Service Support & Development

- Via day-to-day contact with the Supervisors/Manager to ensure you understand team targets and key performance indicators.
- Maintain knowledge of the current Team Plan and understanding of own contribution to ensure delivery of this plan.
- Complete daily task/route including the collection of all missed bins/bags.
- Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels. Adhere to any SLA's in place.
- Take part in training, development and service planning activities.

5. Financial & Resource Management

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

6. Service Improvement

- Actively participate in the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.

- Adopt continuous improvement whilst undertaking role functions.

- Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.

- Contribute to the development of policy within the area

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.

- Internal – Fleet Management, council staff and colleagues at all levels

- External – Residents and traders, service users, emergency services, vehicle recovery/repair companies.

8. Additional Responsibilities

- Complete other reasonable tasks to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role, but these would be discussed and agreed.
- On occasion, this may include undertaking other waste collection duties when vehicles are unavailable.
- Attend training and toolbox talk sessions as required.
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

9. Key Performance Indicators

- Completion of daily task, recognising the need to be flexible in the hours worked.
- Ensure all vehicle defects are promptly reported.

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** ✓
LGV/HGV Licence	✓	✓
Full Drivng Licence	✓	
No more than 3 points on driving licence	✓	
Full CPC (Certificate of Professional Competence) accreditation	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	**ESSENTIAL** ✓	**DESIRABLE** ✓
Must hold current digital drivers' card for recording hours	✓	✓
Safety awareness training/manual handling training		✓
Be physically able to undertake collection of various types of waste	✓	
Able to work outside in all weathers	✓	
Ability to commence work on time and have a flexible approach to start and finish times	✓	
3. EXPERIENCE **(**describe)	**ESSENTIAL** ✓	**DESIRABLE** ✓
HGV driver experience		✓
Previous experience in street cleansing/waste management		✓
4. KNOWLEDGE & SKILLS (list)	**ESSENTIAL** ✓	**DESIRABLE** ✓
Ability to physically pick up waste in line with manual handling and lifting guidelines	✓	✓

Ability to quickly acquire local knowledge of the Borough To be able to use touch screen tablet to record daily activities on our in-cab system	✓ ✓	
5. COMPETENCIES	**ESSENTIAL** ✓	**DESIRABLE** ✓
"Can do" positive attitude Demonstrate 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 problems 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 other team members experience can bring	✓	
Communication Demonstrate 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.