Grading
Job Description and Employee Specification

Job title: Waste Operative	**Service area:** Communities
Post number:	**Division:** Resilience, Environment & Operations
Grade: 4	**Section/team:** Waste Operations

Overall purpose of job:

Serve the community and take pride in the area by undertaking duties connected with the removal and/or disposal of household, industrial and commercial waste.

Whilst work is predominantly undertaken within the Waste Transfer Station, work can be undertaken across two areas: waste transfer station and household recycling centres.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. Assist customers by removing or receiving household, industrial and commercial waste in accordance with established procedures.
2. Provide advice to customers regarding the disposal of their waste and recycling.
3. Assist drivers in safe manoeuvring of the vehicles at the disposal location.
4. Carry out all duties in a safe and efficient manner.
5. Maintaining a high standard of housekeeping on site. i.e. site to be kept clean and tidy at all times.
6. Managing site containers effectively (weight of waste, maximising payload, arranging service collections)
7. Making sure records are correctly completed and secured.
8. Drive vans and large mobile plant.
9. Operation of a single staffed household recycling site.
10. Machine operating, driving (JCB, Loading Shovel, Tele-Handler etc.) Including preventative maintenance.
11. Be able to transport yourself around waste sites in North Lincolnshire.
12. Deal with contamination issues.
13. Comply with site permit conditions and council procedures.

Knowledge, skills and experience:

- Experience of waste transfer operations.
- Manual handling techniques.
- Ability to operate machinery safely.
- Able to provide good customer care skills.
- Awareness of waste collection and transfer of waste contract terms to be able to deal with customers' queries/ complaints with confidence.

- Able to work on own initiative and as part of a team.
- Able to work to tight deadlines and constantly changing priorities.
- Tactful & diplomatic
- Literate and numerate
- Ability to train and re-qualify to operate machinery (e.g. JCB, Loading shovel, Tele-Handler etc.)
- Able to give clear verbal and written instructions to staff and contractors.
- Experience of dealing with challenging situations and difficult customers.

Creativity and innovation:

- Most of the work is undertaken in line with established policies, procedures and guidelines.
- Tact and diplomacy are required at all levels when assisting customers or speaking with contractors at the waste transfer station.
- Safe working practices must apply at all times.
- Use initiative to solve any problems that occur while working on site.

Contacts and relationships:

- Work alongside colleagues in the provision of a front-line service to the general public and trade customers.
- Members of the public and contractors may be challenging or confrontational on occasions.
- Advice and guidance may not be readily available when dealing with unusual situations.

Decision making:

- Most aspects of the role are carried out within established regulations and procedures.

Responsibility for resources:

Physical resources:

Responsibility for personal protective equipment (PPE)

Unlocking and locking of Waste Transfer Station, Household Recycling Centre when operating a single staffed site.

Large vehicle and machinery with an assigned valued at up to £65,000

e.g. Loading shovel, van, telehandler, forklift truck.

WORK ENVIRONMENT

Work demands:

- Work is subject to interruptions by various factors such as the weather, vehicle breakdowns, road works and members of the public.
- Site needs vary throughout the day between specific times of operation which impacts work demands and requires working to tight deadlines to keep the operation efficient.

Physical demands:

- Ability to lift and manoeuvre items safely using the appropriate manual handling techniques.
- Ability to operate machinery and drive vans/large mobile plant vehicles.

Working conditions:

- Working continuously outdoors in all weather conditions.
- Work can be undertaken across two areas: waste transfer station and household recycling centres.

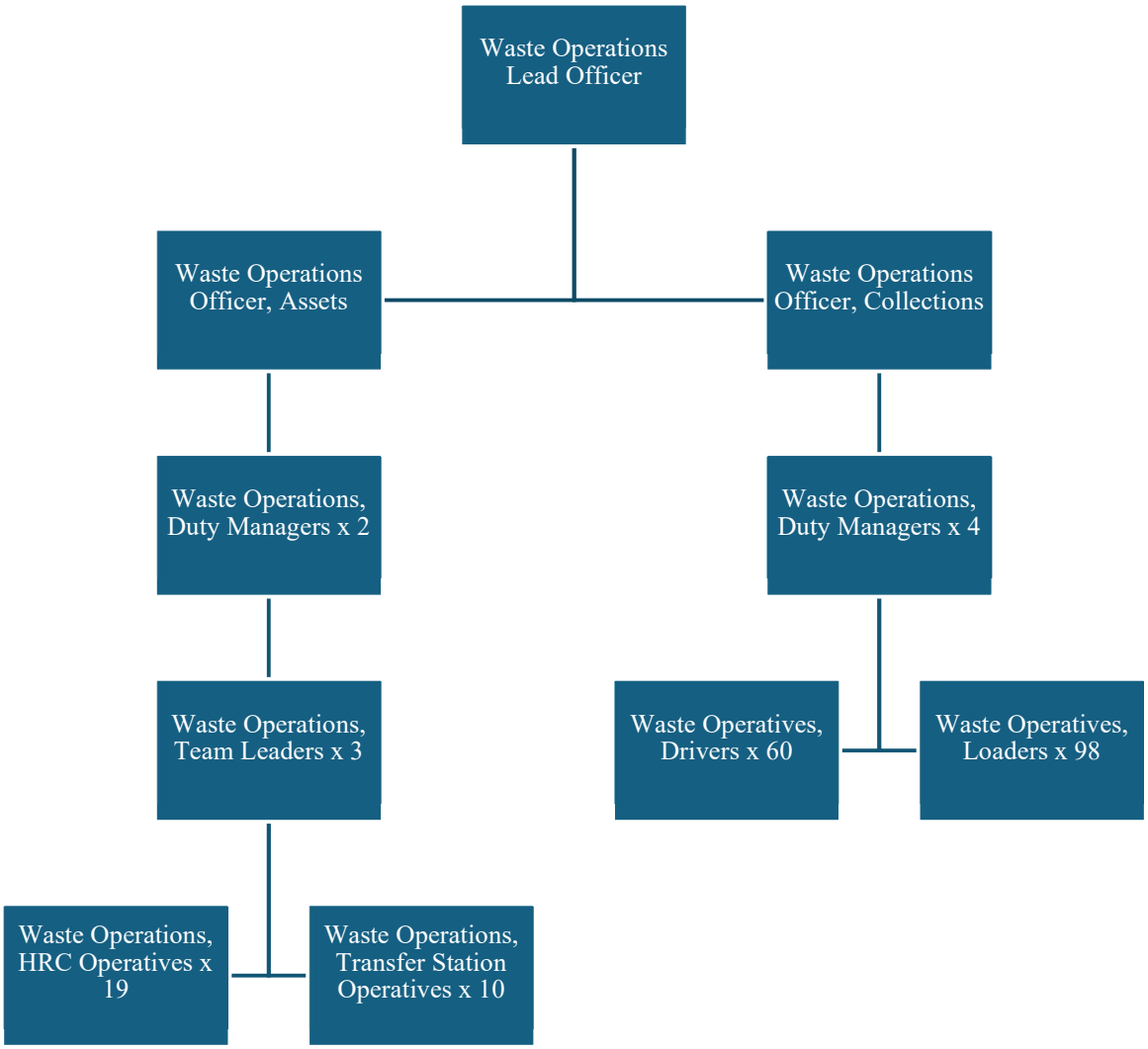
Work context:

- Risks associated with a large transfer operation, including operating large plant vehicles and machinery
- Risks associated with traffic and pedestrian movements
- Risks associated with handling large amounts of waste effecting environmental conditions

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Position in organisation:

Indicate how many staff the post is directly accountable for: 0



Job Description Version Control	
Date evaluated	14/10/26
Date updated	Oct 2026
Updated by (manager name)	Paul King
Checked by (HR name)	Laura Spencer

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Experience of dealing with challenging situations and difficult customers	
Knowledge, Skills and Experience	**Interview**
• Experience of waste transfer operations. • Manual handling techniques. • Ability to operate machinery safely. • Able to provide good customer care skills. • Awareness of waste collection and transfer of waste contract terms to be able to deal with customers' queries/ complaints with confidence. • Able to work on own initiative and as part of a team. • Able to work to tight deadlines and constantly changing priorities. • Tactful & diplomatic • Literate and numerate • Able to give clear verbal and written instructions to staff and contractors.	
Education, Training and Qualifications	**Original documents**
• Ability to train and re-qualify to operate machinery (e.g. JCB, Loading shovel, Tele-Handler etc) • Driving licence	
Working Arrangements	**Interview**
• Shift Rota applies	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Working in a waste facility receiving deliveries of waste. • Working under the conditions of an environmental permit. • Handling waste: sorting over, separating, bulking, loading. • Operation of a weighbridge	
Knowledge, Skills and Experience	**Interview**
•	
Education, Training and Qualifications	**Original documents**
• WAMITAB qualification in relevant subject area. • Certificate of competence to drive a loading shovel and JCB 360	

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Working Arrangements	Interview
• Shift Rota applies	

THE POST IS SUBJECT TO:	
A Disclosure and Barring Service Check	
Yes – at the level below: ☐	**No ☐**
• **Enhanced without Barred List ☐** • **Enhanced with Barred List: Adults ☐ Children ☐ Both ☐** • **Basic ☐**	
Political restriction	
Yes ☐	**No ☐**
The ability to speak fluent English under the Immigration Act 2016	
Yes ☐	**No ☐**

• Version Control			
Author	HR Policy Team	Date approved	19 September 2012
Status	V1.2	Last updated	9 February 2026 (DBS checks)