Grading
Job Description and Employee Specification

Job title: Waste Operative (Driver/Loader)	**Service area:** Environment & Public Protection
Post number:	**Division:** Environment
Grade: 5	**Section/team:** Waste

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 and recycling.

Whilst a predominantly driving role, work can be undertaken across three areas: waste collections, 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. Predominantly driving and loading large refuse collection vehicles (HGV class C licence) - 80% of time, with some driving of vans and small refuse collection vehicles (up to 7.5 tonnes).
2. Undertake all necessary checks of a refuse collection vehicle.
3. Management of a small team of loaders.
4. Assist customers by removing or receiving household, industrial and commercial waste in accordance with established procedures.
5. Provide advice to customers regarding the disposal of their waste and recycling.
6. Operate bin lifting equipment safely and support with the safe manoeuvring of a variety of wheeled bins, recycling containers and bulky items as required.
7. Update the in-cab technology system.
8. Deal with contamination issues.
9. Ensure records are correctly completed and secured.
10. Carry out all duties in a safe and efficient manner.
11. Comply with site permit conditions and council procedures.

Knowledge, skills and experience:

- Hold a HGV Class 2 licence
- To have completed Driver CPC training in accordance with the legislation
- Digital tachograph holder
- Team player,
- Able to manage a small team
- Operation of information technology and data recording systems.
- Able to give clear verbal and written instructions
- Literate & numerate (to be able to complete electronic/paper records)
- Experience of dealing with challenging situations and difficult customers
- Manual handling techniques
- Ability to walk several miles per day
- Ability to operate machinery safely
- Knowledge of the local area
- Able to provide good customer care skills
- Awareness of waste collection services to be able to deal with customers' queries/ complaints with confidence
- Awareness of customers special needs and requirements where necessary
- Able to work on own initiative
- Able to work to tight deadlines and constantly changing priorities
- Tactful & diplomatic

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.
- Safe working practices must apply at all times.
- Uses initiative to solve any problems that occur, although guidance will be available
- Re-planning of routes in cases of unplanned events, road works.
- Supervision of staff.

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 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. However, the consequences of decisions can have a significant impact on the organisation should the wrong decision be taken.
- Deciding on route re-planning and decisions associated with supervising and motivating staff members (guidance available).

Responsibility for resources:

- Responsible for large refuse collection vehicle- value £220,000.
- Responsibility for personal protective equipment (PPE)
- Mobile phone- value £60

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.

Physical demands:

- Lifting and manoeuvring bins boxes/caddies/bulky collection items safely using the appropriate manual handling techniques.
- Walking several miles a day and manoeuvring bins/bulky collection items.
- Operating machinery and driving vans/refuse collection vehicles (HGVs).

Working conditions:

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

Work context:

- Risks associated with working on the highway, providing a front-line service dealing with waste.

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Position in organisation:

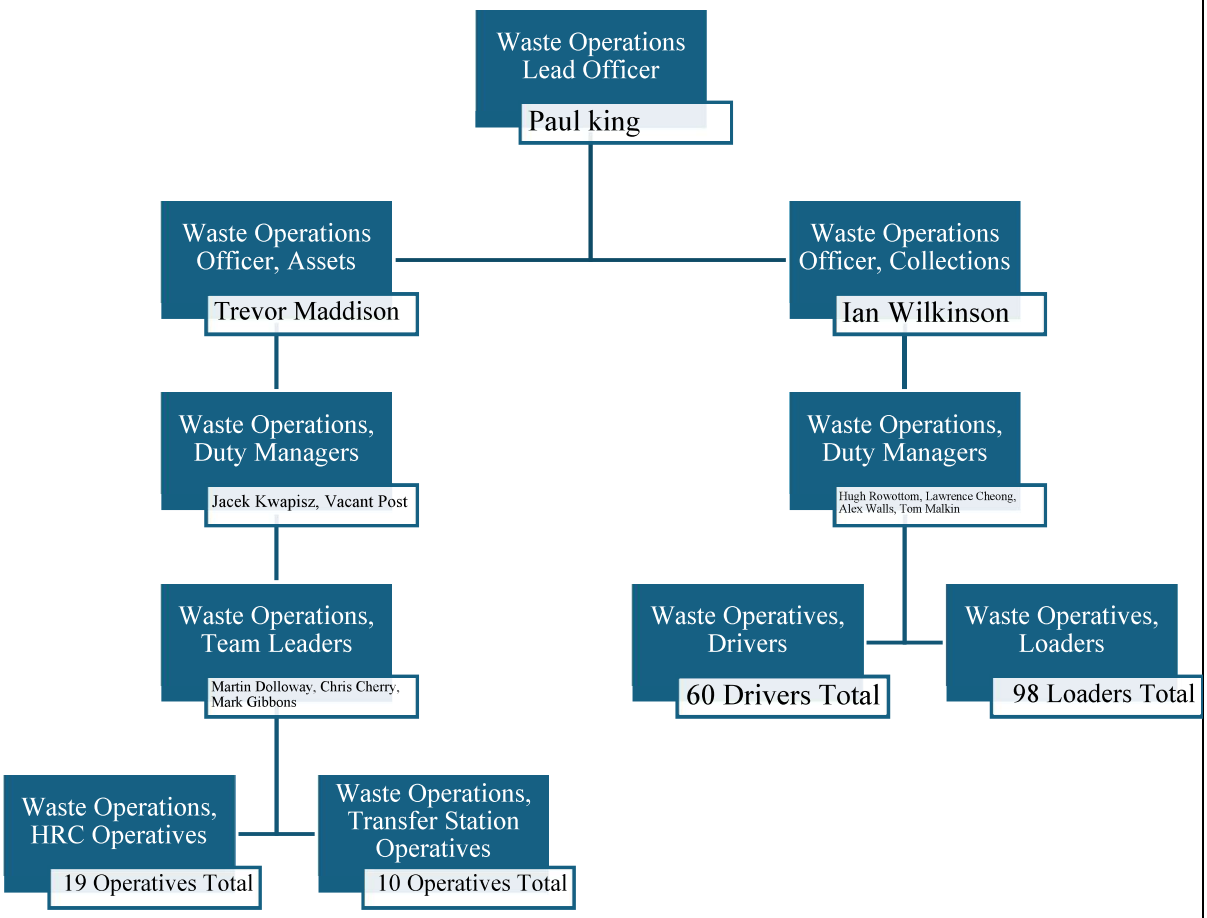
Indicate how many staff the post is directly accountable for:

Are posts in more than one location? **Yes/No**
Is this at the same site? **Yes/No**
Are the posts managed highly mobile? **Yes/No**

Is the supervision/management shared with another post in the structure?
Yes/No

Please indicate which post(s)

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



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Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Hold a HGV Class 2 licence • To have completed Driver CPC training in accordance with the legislation • Digital tachograph holder • Able to manage a small team • Able to give clear verbal and written instructions • Literate & numerate (to be able to complete electronic/paper records)	
Knowledge, Skills and Experience	**Interview**
• Team player, • Operation of information technology and data recording systems. • Experience of dealing with challenging situations and difficult customers • Manual handling techniques • Ability to walk several miles per day • Ability to operate machinery safely • Knowledge of the local area • Able to provide good customer care skills • Awareness of waste collection services to be able to deal with customers' queries/ complaints with confidence • Awareness of customers special needs and requirements where necessary • Able to work on own initiative • Able to work to tight deadlines and constantly changing priorities • Tactful & diplomatic	
Education, Training and Qualifications	**Original documents**
• Hold a HGV Class 2 licence • To have completed Driver CPC training in accordance with the legislation	
Working Arrangements	**Interview**
• Working Tuesday to Friday (with adjustments for some bank holidays) OR Monday to Thursday (if trade round) • Some Mondays will be classed as working days for other activities e.g. training or other work related activities as and when required	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
•	
Knowledge, Skills and Experience	**Interview**
•	
Education, Training and Qualifications	**Original documents**
•	
Working Arrangements	**Interview**

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THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	**No** ☐
Political restriction	
Yes ☐	**No** ☐
The ability to speak fluent English under the Immigration Act 2016	
Yes ☐	**No** ☐

- Version Control

Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	14 April 2025