



JOB TITLE:	Waste Collections Operative		
GRADE:	G4 (Pt 6 to 11)	SERVICE AREA:	Clean & Green Services
JOB CODE:	EEC17WASTG4		
REPORTS TO:	Environmental Depot, Pelsall Road	LOCATION:	Mobile worker Borough wide
SPECIAL CONDITIONS:	<p>Working patterns in accordance with Clean & Green Services 'Local Agreement'</p> <p>Bank Holidays – Contractual, payment will be paid at basic rate (time) + half + time off in lieu</p> <p>Average 37 hours – Monday to Sunday working – in accordance with local agreement dependant on specific area of work within waste, grounds or street cleansing. Annualised hours working arrangements.</p>		

1. Main purpose of the job role:

Principal day to day functions and areas of direct responsibility for this post will be working within the operational department.

- Waste collections operational service e.g. recycling, residual, garden waste and commercial bin collections from householders premise, assisted collects, commercial premises, schools etc.

2. Role specific duties and accountabilities:

- Day to day delivery of operational, front line waste collection services in accordance with Walsall's Waste Strategies and Policies.

Main activities include (not limited to):

- Bin inspection in accordance with contamination & waste policy. Maximising recycling and monitoring, educating and enforcing where contamination occurs across all waste streams
- Notifying residents of non-compliance & assisting in recycling education
- Emptying wheelie bins, containers and bags into refuse collection vehicle for onward transport and correct disposal point
- Returning bins to the collection point where possible or another safe place within a reasonable distance to the property
- Assisting drivers in accordance with route risk assessments and reversing manoeuvres and safe vehicles operations in accordance with 'Driver Handbook'
- Assisted waste collections
- Returning to missed collections
- To utilise similar related hand tools/equipment including litter pickers, brushes, hand held machinery, barrows etc. Clearing spillages off the highway etc.
- Operating mechanical hoist / tail lift equipment
- Litter picking and bag removal
- Bulky item collections
- Bin delivery

Training and Development

- To operate in accordance with corporate performance management and staff development processes such as individual performance management / employee performance appraisals and the Management Competency Frameworks and associated initiatives
- The postholder is responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
- To enhance own performance, working constructively with the line manager to identify personal strengths and agreeing action in relation to development needs

Customer Focus

- To ensure services are responsive, high quality and customer focused and are delivered at an economic rate that represents Best Value.
- To be part of a customer focused team, working towards better outcomes. Complaints and enquiry handling at the first point of contact, know your customers and what they expect from the service, and have a wider responsibility for organisational and individual community and environmental outcomes
- Deal patiently with demanding customers and take personal responsibility for resolving customer concerns at the first point of contact in the absence of the Teamleader and/or at a basic level.
- Ability to provide service information and communications to residents in relation to service changes, contact details for enquiries, complaints handling.

Health & Safety

- To ensure accidents, incidents and violent incidents (including near misses) are reported, recorded to assist in ensuring effective controls are implemented to minimise or eliminate risk.
- Protective clothing/uniform to be worn at all times to promote a positive image of the Service Area and comply with Health & Safety regulations.
- Take reasonable care for their health and safety and that of other people who may be affected by what they do (or neglect to do) while at work;
- Not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety and welfare (for example, protective clothing, first-aid equipment and machinery guards);
- Always follow relevant procedures to avoid health and safety risks, and consult their line manager on any areas of concern. Including operating in accordance with reversing assistant procedures, manual handling, depot safety rules and procedures
- Maintain tools and equipment and vehicles in good condition and report any risk or problem to their line manager (employees must use equipment or materials for their proper purpose only);
- Behave appropriately at all times in the workplace;

- Help fully in the reporting and investigating of any accident, near miss, dangerous event or incident of violence;
- To work in accordance with industry related policies and procedures

Administrative Systems:

- To complete as required appropriate records including but not limited to :timesheets, leave requests, job sheets/tickets, customer calling cards, accident reporting and recording, self certificates, incident reports, electronic recording systems, work tickets, amongst others.

General:

- The postholder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.
- This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role
- The areas for which the jobholder is responsible will be kept under review and may change over time in response to emerging priorities and organisational development.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Communicate with people – the ability to demonstrate good communication skills.	A/I	2
Manage your resources and plan for high performance to gain the maximum benefit – the ability to perform to required standards or work, service standards and delivery of performance targets	A/I	2
Achieve outcomes for customers and communities – the ability to demonstrate customer care, work towards better outcomes for customers and handle complaints and enquiries	A/I	2
General - Prepared to work in accordance with Clean & Green Local Agreement and Public/Bank Holidays	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		

Industry knowledge - Be able to demonstrate experience in the service sector (public or private sector) with theoretical, practical and procedural knowledge in waste management / collections	A/I	2
Health and Safety - Understanding of health and safety management systems, health and safety requirements relating to post and effective means for ensuring compliance including risk management	A/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
In-house training and personal development to be attained – health & safety / working on the highway / use of hand tools / reversing assistance / route risk assessments / bin hoist operations	A/I	2
	A/I	2
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
Prepared by: Tom Evans	Date: July 2024	