

Environmental Operative (Loader)

Department	Recycling & Waste
Pay Grade	G2
Responsible to	Service Delivery Manager

Role Purpose

To provide an efficient and effective refuse collection for all types of recycling and waste / food waste from domestic and commercial properties / areas within the Horsham District area ensuring a clean and safe environment is maintained for our residents.

Role Specific Responsibilities / Accountabilities

- To collect all types of Recycling and Waste from domestic and commercial properties within Horsham District and the surrounding areas.
- To complete all administration forms relating to the round and job, including daily worksheets, timesheets, and any other relevant sheets requested.
- To ensure work allocated by the Supervisor / Team Leader is carried out within the prescribed timescales and remedy any failures.
- To carry out all duties associated with the collection of any Recycling and Waste, whilst operating any equipment (machinery / technology) associated with the role.
- To wear the correct Personal Protective Equipment (PPE) whilst adhering to Health and Safety Regulations, the Council's Safe Working Practices and any other required guidelines / procedures.
- To participate in flexible working patterns in order to accommodate the demands of the service; this includes working Bank Holidays, and weekend working following Christmas and New Year's Day.
- To attend regular Toolbox Talks and participate in all other training relevant to the role and as the Council requires, ensuring all knowledge and skills are kept up to date.
- To use manual handling techniques where appropriate and follow health and safety principles.
- To follow the guidelines and principles of Horsham District Councils policies and procedures.
- To cover absence for operatives engaged on other services, when required.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role; relevant experience may be a substitute.

Essential Criteria

- Customer Service experience.
- Able to effectively demonstrate common courtesy skills in being able to communicate with others, including colleagues, internal and external customers and members of the public.
- Knowledge of safe manual handling practices.
- Knowledge of health and safety practices.
- Ability to follow work instructions.
- Able to walk prolonged distances on a regular basis in all weather conditions.
- Ability to move and manage heavy wheeled bins.
- Able to work as part of a team and adapt to change when required.
- Good basic standard of education.
- Ability to lift recycling/Food waste baskets (up to 25kg).

Desirable Criteria

- Experience of working in a similar role / environment.
- Refuse and Special collection work experience.

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the council developing good working relationships to promote the interests and reputation of the council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to continuously improve ways of working and council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.

- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly