

# Job Description

## Refuse Loader

*Final*

*Date: September 2016*

<b>POST:</b>	Refuse Loader
<b>SERVICE:</b>	Street Scene and Technical Services
<b>SECTION:</b>	Refuse & Cleansing
<b>BAND:</b>	3
<b>REPORTS TO:</b>	Refuse Supervisor
<b>RESPONSIBLE FOR:</b>	N/A
<b>TYPE:</b>	Field worker

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

## **MAIN PURPOSE**

The post holder will undertake refuse and recycling work within the Basildon Borough. Duties will be varied but will include all aspects of refuse and recycling collections as detailed below. The post holder will be expected to work as part of a small team to ensure clean streets and customer service standards are met.

## **DUTIES**

1. To undertake refuse/recycling collection from all properties listed for route including wheeled bins, bulk containers, sacks and bulky items.
2. Maintaining a good service to the public at all times including:-
  - (i) Closing gates when leaving premises
  - (ii) Avoiding or picking up any spillage on premises or in the road
  - (iii) Avoiding damage to property and injury to persons
  - (iv) Keeping noise to a minimum
  - (v) Courtesy in dealing with the public
  - (vi) Avoiding any acceptance of liability, personally or on behalf of the Council
3. Loaders to assist drivers whilst reversing by appropriate hand or spoken instructions, for which training will be provided.
4. Instructing any new drivers in the route to be taken.

5. Liaising with the public over any queries arising from the refuse/recycling collection service.
6. Any other work as directed by the Refuse Supervisor.
7. During ice and snow periods Operatives may be employed on snow clearing or gritting of pavements in the Borough.
8. In addition to the duties and responsibilities outlined above, to undertake any other duties appropriate to grade, as directed.
9. To undertake all duties within the framework of equal opportunities.
10. Any other duties appropriate to the post. These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
11. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

#### **ADDITIONAL INFORMATION**

The postholder will be required to attend development and/or training courses as identified as being beneficial to achieve the aims and objectives of the post.

## PERSON SPECIFICATION

<b>Position Title:</b>	<b>Refuse Loader</b>	<b>Date Prepared:</b>	<b>September 2016</b>
<b>Department:</b>	<b>Refuse &amp; Cleansing</b>	<b>Band:</b>	<b>3</b>

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Experience of outdoor manual work	✓		AF/I
1.2	Experience of Refuse/Recycling waste.		✓	AF/I
<b>2.</b>	<b>SPECIAL ABILITIES/COMPETENCES</b>			
2.1	Ability to be able to undertake lifting, bending, walking and carrying heavy items.	✓		AF/I
2.2	Prepared to work outside in all weathers.	✓		AF/I
2.3	Ability to work individually or as part of a team.	✓		AF/I
2.4	Protective clothing is provided and must be worn.	✓		AF/I
2.5	Loaders may be required to work anywhere within the Basildon Borough.	✓		AF
<b>3.</b>	<b>COMPETENCIES</b>			
	<b>WORKING WITH PEOPLE</b>			
2.1	<ul style="list-style-type: none"> <li>a) Demonstrates an interest in and understanding of others</li> <li>b) Adapts to the team and builds team spirit</li> <li>c) Recognises and rewards the contribution of others</li> <li>d) Listens, consults others and communicates proactively</li> <li>e) Supports and cares for others</li> <li>f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</li> </ul>	✓		AF/I
	<b>RELATING AND NETWORKING</b>			
3.1	<ul style="list-style-type: none"> <li>a) Establishes good relationships with customers and staff</li> <li>b) Builds wide and effective networks of contacts inside and outside the organisation</li> <li>c) Relates well to people at all levels</li> <li>d) Manages conflict</li> <li>e) Use humour appropriately to enhance relationships with others</li> </ul>	✓		AF/I

	REQUIREMENTS	Essential	Desirable	Assessed
6.2	<p><b>DELIVERY RESULTS AND MEETING CUSTOMER EXPECTATIONS</b></p> <ul style="list-style-type: none"> <li>a) Focuses on customer needs and satisfaction</li> <li>b) Sets high standards for quality and quantity</li> <li>c) Monitors and maintains quality and productivity</li> <li>d) Works in a systematic, methodical and orderly way</li> <li>e) Consistently achieves project goals</li> </ul>	✓		AF/I
6.3	<p><b>FOLLOWING INSTRUCTIONS AND PROCEDURES</b></p> <ul style="list-style-type: none"> <li>a) Appropriately follows instructions from others without unnecessarily challenging authority</li> <li>b) Follows procedures and policies</li> <li>c) Keeps to schedules</li> <li>d) Arrives punctually for work and meetings</li> <li>e) Demonstrates commitment to the organisation</li> <li>f) Complies with legal obligations and safety requirement of the role</li> </ul>	✓		AF/I
7.2	<p><b>COPING WITH PRESSURES AND SETBACKS</b></p> <ul style="list-style-type: none"> <li>a) Works productively in a high pressure environment</li> <li>b) Keeps emotions under control during difficult situations</li> <li>c) Balances the demands of work life and personal life</li> <li>d) Maintains a positive outlook at work</li> <li>e) Handles criticism well and learns from it</li> </ul>	✓		AF/I