

**SERVICE AREA ENVIRONMENTAL SERVICES**

**SECTION WASTE SERVICES**

**POST TITLE Loader/Lead Loader - Refuse Collection**

**POST(S) TO WHICH DIRECTLY RESPONSIBLE**

Supervisor

**POST(S) FOR WHICH DIRECTLY RESPONSIBLE**

NONE

**PURPOSE OF JOB**

To provide a safe, flexible, high quality, efficient and reliable waste and recycling collection service that meets the needs of residents and delivers the waste strategic objectives to minimise waste sent to landfill and increases household waste recycling rates to greater than 60%.

**RESPONSIBILITIES**

**A1**

RELIABLE:

1. Working as part of a team, to collect waste and recycling in a variety of containers, from a variety of locations as scheduled in the Leeds City and surrounding areas.

SAFE:

2. Wear any issued protective clothing, boots, gloves, high visibility jackets etc as required by safe working practices and associated guidance
3. Ensure that all Health and Safety Regulations are observed and in particular safe work instructions 19a and 19b are complied with, e.g. lifting and handling waste, safe reversing procedures
4. Assist the driver by reporting any vehicle defects noticed in the course of a day and assisting in keeping the vehicle cab clean and free from hazardous objects.
5. Report all accidents and incidents immediately and ensure appropriately recorded.
6. Act as reversing assistant, to permit the driver safe manoeuvring of the vehicle on the round or at the disposal location
7. Follow disposal site rules at all times

EFFICIENT

8. To follow and ensure that all service processes and procedures within your responsibility (including attendance) are complied with.

9. Attend training courses as necessary. In exceptional circumstances, these may take place whilst off shift
10. To ensure that any problems are communicated to the supervisor on a daily basis, by verbal and/or electronic means.
11. Work with the driver to ensure that buddying up arrangements are complied with and assistance is provided to other rounds working in proximity who are struggling to complete due to high volumes, breakdown or other genuine delay.
12. Answer queries from the members of the public in a polite manner, using customer care principles and respond positively to queries from any authorised officer.
13. Operate any technology fitted to the vehicle for recording purposes

### **A3**

In addition to the above:

#### RELIABLE:

14. To note changes on task sheet and ensure such changes are implemented on a daily basis
15. To feedback and clearly identify any collection failures and reasons for that failure.
16. To feedback and highlight any issues with the accuracy of route sheets and maps.
17. Issue relevant bin stickers/labels where appropriate to assist members of the public to re-present bins accordingly.

#### EFFICIENT

18. To work with and assist management in producing and successfully implementing new working arrangements e.g. AWC , food waste collections, new technology
19. Report suggestions for improvements to the service to Management to increase efficiency and quality in service delivery

### **B1**

In addition to the above:

#### RELIABLE:

20. Act as lead member of the crew on the day ensuring work is to a high quality which will involve regularly advising, instructing and checking work
21. The nominated loader will be responsible for ensuring that all assisted collections and any special collection arrangements, (e.g. gateway collections etc), are completed in full on the designated day and that bins are returned to correct locations.
22. To contact the hub at the end of the day to confirm the round is complete with no accidents/incidents or other health and safety issues to report. To find out if any assistance is needed to ensure that scheduled collections are completed, to confirm the tipping point to be used.
23. To accurately fill out and sign task sheets as a true record of the round and as required, to make use of any technology fitted to the vehicle for recording purposes.

24. Ensure together with the Driver that wherever possible rounds are completed on the designated day.

**OTHER**

25. It should be noted that this job description is subject to occasional changes to incorporate other commensurate duties and responsibilities in response to organisational change/review and to assist flexibility. The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post as specified by the appropriate Officer.

**RELATIONSHIPS**

The post holder will be required to liaise with members of the Public, staff in other sections of the Department and the Authority and representatives of External agencies

**PHYSICAL CONDITIONS**

Based at Knowsthorpe Way or Henshaw depot Leeds, but may be required to work at any other location.

**Job Description Prepared/  
Reviewed by**

**Date:** January 2013

**Job Description**

**Approved by**

**Date:**

## **EMPLOYEE SPECIFICATION      Loader/Lead Loader – Refuse Collection**

Detailed below are the types of skills, experience and knowledge which are required of applicants applying for the post. The “Essential Requirements” indicate the minimum requirements and applicants lacking these attributes will not be considered for the post. The points detailed under “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

### **ESSENTIAL REQUIREMENTS**

#### **Skills**

##### **A1 & A3**

Ability to understand verbal and written instructions and follow daily work patterns

Ability to work as part of a team

Ability to walk long distances – lift, twist and handle objects

Ability to manipulate wheel bins and operate lift mechanisms

Ability to communicate to the public.

##### **B1**

Ability to complete task sheet and other relevant paperwork

#### **Knowledge**

##### **A1 & A3**

Of the importance of dealing with members of the public in a polite and courteous manner

That health and safety is everyone’s responsibility

##### **B1**

Of the importance of maintaining accurate and up to date information

#### **Behavioural and other job related characteristics**

##### **A1/A3/B1**

To carry out all duties having regard to an employees responsibility under the Council’s Health and Safety Policies

Willing to work unsocial hours at short notice

Willing to undergo further training

To wear appropriate clothing as required

Willing to abide by the Council’s Equal Opportunities Policy

Willing to abide by the service’s behavioural standards.

### **DESIRABLE REQUIREMENTS**

#### **Knowledge**

Of Health and Safety procedures

Of Quality Assurance procedures

Of the Local Authority

#### **Experience**

Of working in a similar environment

## Loader/Lead Loader - Refuse Collection

### Progression Framework

	<b>A1</b>	<b>A3</b>	<b>B1</b>
<b>Duties</b>	<ul style="list-style-type: none"> <li>• All tasks in A1 section of JD to be carried out at the entry level, A1</li> <li>• Demonstrate commitment to a quality finish by completing all tasks thoroughly and to the required standard</li> </ul>	<ul style="list-style-type: none"> <li>• In addition to A1 duties:</li> <li>• Employees asked to report suggestions for improvements to the service to Management to increase efficiency and quality in service delivery</li> <li>• Employees asked to feedback and clearly identify any collection failures and reasons for that failure</li> <li>• Employees asked to feedback and highlight any issues with the accuracy of route sheets and maps</li> <li>• Employees asked to work with and assist management in producing and successfully implementing new working arrangements e.g. AWC, food waste collections and new technology</li> <li>• To note changes on task sheet and ensure such changes are implemented on a daily basis.</li> <li>• Issue relevant bin stickers/labels where appropriate to assist members of the public to re-present bins accordingly</li> </ul>	<ul style="list-style-type: none"> <li>• In addition to A1 and A3 duties, <b>Lead Loader</b> duties commenced:</li> <li>• Act as lead member of the crew on the day ensuring work is to a high quality which will involve regularly advising, instructing and checking work</li> <li>• The nominated loader will be responsible for ensuring that all assisted collections and any special collection arrangements, (e.g. gateway collections etc.), are completed in full on the designated day and that bins are returned to correct locations</li> <li>• To contact the hub at the end of the day to confirm the round is complete with no accidents/ incidents or other health and safety issues to report. To find out if any assistance is needed to ensure that scheduled collections are completed, to confirm the tipping point to be used.</li> <li>• To accurately fill out and sign task sheets as a true record of the round and as required, to make use of any technology fitted to the vehicle for recording purposes.</li> </ul>
<b>Training to enable progression</b>	<ul style="list-style-type: none"> <li>• LCC induction covering basic responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• All collectors to receive training including:</li> <li>• Customer care</li> <li>• H&amp;S</li> <li>• All collectors to be given access to Union Learn courses</li> </ul>	<ul style="list-style-type: none"> <li>• All employees trained in role of lead loader</li> <li>• All employees given training in the supervision of staff</li> <li>• All employees trained in 'next level' customer care</li> <li>• All employees trained to use any relevant new technologies</li> </ul>