

Job Title: Recycling Site Assistant (RSA)

Service Area: Household Waste Recycling Sites

Grade: B1

Directorate: Environment & Housing

Responsible To: Team Leader (and Technical Manager, HWSS Team Manager, Service Manager)

Responsible For: N/A

PURPOSE OF JOB:

To work as part of a multi-skilled household waste site team responsible for encouraging the public to maximise the separation of their waste to increase recycling and help the Council achieve its Waste Strategy objectives. To show initiative, commitment and enthusiasm to ensure the services provided make a difference by supporting and advising residents how to recycle their waste and improving behaviours in relation to disposing of their waste responsibly.

RESPONSIBILITIES:

Managing Waste

1. Positively undertake the segregation of recyclable material, to extract as much recyclables as possible.
2. Utilising Reuse facilities available on site, to positively separate waste for reuse: e.g. Paint, WEEE and furniture.
3. To actively deter trade/commercial waste visitors from using the sites, complying with individual site procedures and current permit restrictions.
4. Contribute to new initiatives to manage waste aimed to improve recycling and reuse on site.
5. Control chargeable waste and facilitate revenue collection using appropriate payment technology.

Customer Care

6. To proactively meet and greet visitors to the site and assist members of the public in separating/ recycling and disposing of waste as appropriate. Offer physical assistance to less able customers.
7. To adhere to customer service standards applicable to operations on site.
8. Assist with surveys, leafleting and customer feedback.
9. To respond to customer enquiries regarding recycling facilities both on site and offered at kerbside/bring and to direct the public to where further information can be obtained.

Site Operation

10. Undertake all work in accordance with health and safety procedures and to report defects or safety concerns identified to the appropriate supervisor/manager.
11. Ensure that Health and Safety Regulations, site procedures and risk assessments are observed and complied with, especially in-relation to Asbestos, unknown chemicals and gas cylinders. Wear appropriate P.P.E. issued by the Service , eg gloves, high-visibility clothing, boots, goggles etc., as required.

12. To ensure that all essential records relating to the operation of the site are completed fully and promptly (e.g. transfer notes, duty of care, hazardous waste notes, site log, health and safety documents, and plant usage sheets).
13. To operate and ensure the safe use of heavy plant and machinery, such as waste compactors on household waste sites in accordance with training and site procedures and to report any issues to a manager immediately or at the latest-at the end of the working day.
14. Ensure the timely opening and closing of the HWSS and that all site security systems are activated, as appropriate.
15. Follow site procedures and method statements, to ensure that specific tasks are completed in accordance with the programme of work and ensure that any problems undertaking/completing work is reported.
16. To rectify routine problems /issues in accordance with programme of work. To report any outstanding problem associated with the service, or any failure to complete the programme of work, to a manager immediately or at the end of the working day at the latest and complete appropriate paperwork as required.
17. To use a range of specialist tools, where necessary having received relevant training. This includes the ability to undertake horticultural work e.g. pruning and cutting back shrubs, hedges, overhanging branches, mowing / strimming of grass and removal of weeds.
18. Undertake any ancillary labouring, cleaning and maintenance duties as directed, relative to the site you are working at and the service needs. Undertake or ensure that grounds maintenance of sites is completed on a regular schedule as applicable to the site.
19. Ensure that all resources used, equipment, machinery and buildings are kept safe, in good order and condition and are not exposed to the risk of loss damage or theft.
20. Operate and utilise electronic monitoring devices supplied/ installed on site e.g. CCTV, automatic number plate recognition, hand held data collection devices, as required. Record and report on any issues as appropriate.
21. Operate weighbridge if required.
22. Ensure the site is kept clean and tidy, sweep and litter pick as required. Sweep, litter pick and remove any dumping from the external boundary.
23. Comply with all relevant Leeds City Council Policies and Procedures.
24. Undergo relevant training and development (e.g. on the job or training courses). This will include training relating to the use of power tools, customer service, handling of hazardous waste, health and safety issues, weighbridge software etc.
25. To support educational campaigns or activities to support behaviour change to increase recycling/reuse and responsible management of waste.
26. Carry out all work with the highest standards of behaviour and conduct thereby reflecting the importance of the role as an ambassador for the City and the Council. In particular, to respond courteously and professionally.
27. This is not an exhaustive list and the post holder may be required to undertake other reasonable duties deemed to be within the scope of this role.

ECONOMIC CONDITIONS

Salary :

Annual Leave :

21 days plus 5 additional days after 5 years local government service (prorata)

Hours of Work :

The hours of work are an overall average of 32.15 hours per week, over 7 days per week (Monday to Sunday inclusive), working 4 days one week 3 days the other week on a repeating cycle, 52 weeks per year except Christmas Day, Boxing Day and New Year's Day.

There will be a seasonal variation to hours of work:

Summer (Apr-Oct) : 7.45am – 6.15pm (average weekly hours of 35)

Winter (Nov-Mar) : 7.45am – 4.15pm (average weekly hours of 28)

The normal working day will include a 30 minute unpaid lunch break.

Fixed payments to reflect weekend and Bank Holiday working will be made in accordance with the National Joint Council (NJC) for Local Government Services Terms & Conditions of Service.

In certain circumstances, in the interests of operational efficiency, rota cycles can be varied subject to appropriate consultation and with reasonable notice.

Flexitime, not applicable.

Other conditions in accordance with the provisions of the scheme of Conditions of Service of the National Joint Council for the Local Government Service as adopted or amended by the Council.

PHYSICAL CONDITIONS

Employees will be required to work flexibly and will be part of an operational service and may at short notice be deployed to any of the eight city wide household waste. This flexible approach to ways of working will be required which on occasion may include the provision of a similar service across other areas of the council.

RELATIONSHIPS

The post holder will be required to communicate with all levels of staff, members of the public, external agencies and on occasions ward councillors. The post holder will be expected to work both positively and flexibly with team members upholding the values of the Council.

Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.
Employee Specification

EMPLOYEE SPECIFICATION

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 candidate

SELECTION CRITERIA	Essential/ Desirable E/D	Means of Assessment: App.form/Inter view/Test/Cert ificate
QUALIFICATIONS 1. Possession of appropriate competency to operate plant and machinery e.g. NPORS certificate. 2. West Yorkshire Trading Standards Weighbridge Operator Certificate 3. Basic numeracy and literacy.	D D E	A/C/T A/C/T A/I/T/C
EXPERIENCE 1. Experience of using powered and mechanical equipment relevant to the work of the post. 2. Experience of dealing with members of the public and customer care 3. Experience of environmental maintenance tasks relevant to the work of the post. 4. Work in an area based team showing initiative and understanding of the impact of the work carried out. 5. Working alone and with minimal supervision.	D D D D D	A/I A/I A/I A/I A/I
SKILLS 1. Ability to communicate effectively with customers and ward members 2. Ability to resolve conflict 3. Able to quickly learn new tasks and follow instructions. 4. Ability to understand simple written and verbal instructions. 5. Able to use basic hand tools and equipment safely, efficiently and skilfully. 6. Able to work to deadlines to high standards in terms of time and work quality 7. Able to complete required paperwork 8. Able to work outdoors for long periods and in all weather conditions/ at with appropriate protective clothing/equipment. 9. Able to carry out work with requires occasional lifting/pulling and carrying heavy objects or equivalent physical 10. Ability to work as part of a team 11. Ability to work with a range of partners, agencies and teams (including elected members) to ensure sites are responsive to customer needs and reuse/recycling is maximised 12. Able to guide others effectively to deliver high quality work. 13. Ability to encourage site users to reuse and recycle their waste 14. Ability to inform customers on the services we offer for recycling and understand the end use for materials we collect on site.	D D E E E E E E E E E E E D	A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I
OTHER 1. Knowledge of and commitment to the delivery of high quality services and the standards expected when dealing with members of the public. 2. Awareness of waste industry guidance for operation of sites	E D	A/I A/I

