

SERVICE AREA: Waste Management

SECTION: Refuse

POST TITLE: Crew Chargehand

GRADE: C1

POST(S) TO WHICH DIRECTLY RESPONSIBLE

Team Leader

POST(S) FOR WHICH DIRECTLY RESPONSIBLE:

Day to day supervision of the Loaders and Lead Loaders in your allocated crew

PURPOSE OF JOB

To be responsible for the safe and responsible driving and operation of a household waste collection/refuse wagon so that the crew assigned to that vehicle for the day are able to deliver the required service for customers. To provide a lead role in the crew; supporting the Team Leader by supervising the crew's daily operations and ensuring any issues that arise during the day are effectively dealt with, so residents of Leeds receive an excellent and reliable, publically delivered, household waste collection service.

RESPONSIBILITIES

1. To lead on understanding and following the collection route/tasks assigned for each day's work and ensure completion to level of quality required – for example that assisted collections/wheel-outs are completed, access problems are safely overcome where possible and empty bins are returned in a safe and neat position.
2. To be part of and supervise/co-ordinate a small team (typically a crew of 2-3) including the day to day allocation of tasks/duties and ensuring work is being conducted in a safe and effective manner. To maintain a duty of care to colleagues at crew level.
3. To be responsible for ensuring you and all assigned crew members have the correct Personal and Protective Equipment (PPE)/training to undertake the daily duties expected and required by Health and Safety procedures of the Service. Including responsibility that requests for replacement PPE or further training requirements are reported through in a timely manner
4. To ensure the daily tasks allocated are completed in a satisfactory and efficient manner. Including responsibility for 'ringing in' at end of service to report that allocated route/task list is complete and to request permission for loaders to leave vehicle/site.
5. To work together with other crew chargehands under the guidance of the Team Leaders to operate the 'Buddy system' and cover 'slippage' to ensure there are no missed collections by the end of the scheduled day and that any recovery work is prioritised and picked up within

the standard 48 hours.

6. You will be responsible for ensuring the main in-cab recording system (currently Bartec) is operational at all times and where it is not that is reported immediately.
7. You will be responsible for ensuring accurate input/recording of all necessary information on the in-cab system is being done; for example crew check-ins, missed collections and the reasons for the non-collection, damaged bins etc.
8. To provide support to the Team Leader in dealing with waste presentation and collection issues facing the neighbourhoods in which the team is operating. For example helping identify and suggest solutions to regular access issues (such as information on illegally parked vehicles blocking roads), increasing recycling rates, dealing with problems caused by side-waste/overflowing bins, contaminated bins and households with excess number of bins.
9. To work under the guidance of a Team Leader in ensuring that the resources available are being deployed in the most effective way, which includes following instructions by your Team Leader/Manager as required.
10. To help resolve customer complaints, working positively with Team Leaders and responding to customers on site where appropriate.
11. You will ensure you and your crew abide by and work within the values and behaviours expected by the Council. You and your crew will be courteous to colleagues and members of the public at all times and provide a customer focused service.
12. Responsibility for the condition and cleanliness of your allocated vehicle; which includes vehicle checks, required routine maintenance (for example oil and water checks) keeping the vehicle in a good clean condition between specialist cleaning. You must report any vehicle defects noticed throughout the course of the day.
13. You will be responsible for supervising the correct and safe use by the crew of any technology, such as mobile phones, following related procedures
14. At all times you will drive safely following the Highway Code and as per statutory/legal requirements and be responsible for ensuring all relevant Health and Safety regulations and safe working practices are observed and complied with by the crew; for example Safer Working Instructions 19a and 19b (reversing procedures)
15. You will follow disposal site rules when tipping off - this includes going to the allocated sites for tipping off or alternatives as directed.
16. When not driving, and where practical and safe to do so, secure the vehicle and assist in the collection of waste. This may include for example wheeling out container bins, bagging out, or pulling out normal wheeled bins where required. Examples of where this is likely to be appropriate include emptying large containers at high rise blocks and on routes where there is a bagged collection in place.
17. Report any appropriate operational issues to management, using technologies where able.
18. Ensure a high quality service is delivered through responding positively to queries and

working well in partnership with internal and external partners including the back office team, contact centre, route development and project teams.

19. You will work in a supportive environment as part of a wider customer contact team including “back-office” staff, service development staff and contact centre colleagues to ensure a high quality, customer focused public service is delivered.
20. You will attend training courses as necessary and demonstrate a commitment to keeping up to date with skills and knowledge through self-development.
21. When available for overtime, you will comply with the overtime protocol.
22. You will abide by the Council’s Equal Opportunities Policy in the duties of the post, and as an employee of the Council.
23. You will take personal responsibility for and abide by the Council’s Health and Safety Policy.
24. You will be flexible and adaptable to change. For example be willing to be trained and available to undertake such as gritting duties when service shut down, e.g. snow days.
25. As trained, you will be able to drive a variety of vehicles in order to assist other services with driving duties as and when required.
26. You will undertake any other duties appropriate to the grade, as required

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

You will be based at one of our key Depots - Knowsthorpe Way Depot or Henshaw but may be required to work from/at any other location. The base will change to one citywide depot in late 2019, which will be located in the Cross Green Industrial Estate.

EMPLOYEE SPECIFICATION Crew Chargehand

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

Ability to understand verbal and written instructions and follow daily work patterns
Ability to work as part of a team
Ability to manipulate wheel bins and operate lift mechanisms
Ability to identify and report vehicle defects
Ability to use mobile phones and other in-cab technology such as Bartec
Ability to learn new information and instructions
Ability to work in an area based team showing initiative and understanding of the impact of the work carried out.
Ability to work with minimal supervision to ensure completion of assigned daily tasks by the crew
Ability to supervise, co-ordinate and support staff to get the best out of them

Knowledge/Qualifications

LGV Licence Class C (equivalent to HGV Class 2)
Subject to passing driver assessment
Of the importance of dealing with members of the public in a polite and courteous manner
Awareness of the current Highway Code

Experience

Of driving HGV vehicles

Behavioural and other job related characteristics

Willingness to undertake further training
To wear appropriate clothing as required
Willing to abide by the Council's Equal Opportunities Policy
To carry out all duties having regard to an employees responsibility under the Council's Health and Safety Policies

DESIRABLE REQUIREMENTS

Knowledge

Of Health and Safety procedures
Of Quality Assurance procedures
Of the Local Authority

Experience

Of working in a similar environment
Of using equipment manual/mechanical
Of working with interruption which may distract
Of staff supervision and/or organising the work of others