

<b>Directorate</b>	Communities and Environment
<b>Service Area</b>	Waste Management
<b>Job Title</b>	HWRC Chargehand
<b>Grade</b>	C1
<b>Responsible To</b>	Team Leader
<b>Responsible For</b>	Day to day supervision of site staff
<b>Job Purpose:</b>	To work as part of a multi-skilled household waste recycling centre 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 support the Team Leader in managing the site and to provide day to day support, supervision and coordination of staff on site at any given time.
<b>Qualifications</b>	NA
<b>Conditions of Service</b>	National Joint Council (NJC) for Local Government Services Terms & Conditions of Service

### **Responsibilities for Grade:**

#### **Role specific**

1. To supervise and co-ordinate a small team (typically 2-4 staff) including the day to day allocation of tasks/duties and ensuring work is being conducted in a safe and effective manner.
2. To rectify routine problems /issues and to report any outstanding problem associated with the service, or any failure to complete the required work to a manager immediately or at the end of the working day at the latest, and complete appropriate paperwork as required.
3. To work under the guidance of a Team Leader in ensuring that the resources available are being deployed in the most effective way to ensure safe and efficient onsite operations
4. To coordinate staff breaks and use of welfare facilities.
5. To provide excellent customer service to the public on site , and 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 .
6. Control chargeable waste and facilitate revenue collection using appropriate payment technology.
7. To conduct basic return to work interviews and complete associated records with staff returning from a period of short term absence.
8. To provide staff briefings and toolbox talks in safe working instructions and any other relevant information, and to ensure that all staff have understood.

9. Monitor security 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.
10. Contribute to new initiatives to manage waste aimed to improve recycling and reuse on site.
11. 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.

## **Health & Safety**

1. To ensure that work is being conducted in a safe and effective manner at all times, and that staff have and are using the appropriate PPE.
2. Undertake all work in accordance with health and safety procedures and to report defects or safety concerns identified to the appropriate supervisor/manager.
3. 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.
4. 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.
5. To ensure that hazards and incidents and accidents are dealt with and reported, and that the appropriate paperwork is completed in a timely fashion.

## **Site / Service specific**

1. Ensure the timely opening and closing of the HWSS and that all site security systems are activated, as appropriate.
2. To actively deter trade/commercial waste visitors from using the sites, complying with individual site procedures and current permit restrictions.
3. To proactively meet and greet visitors to the site and assist members of the public in separating/ recycling and disposing of waste as appropriate.
4. Assist with surveys, leafleting and customer feedback.
5. To ensure that all resources used e.g. materials, equipment, machinery and buildings etc. are kept safe, in good order and condition, and are not exposed to the risk of loss, damage or theft.
6. To liaise with contractors, drivers and contracts, managers, other sites and office staff to ensure the efficient running of the sites.

7. Positively undertake the segregation of recyclable material, to extract as much recyclables as possible.
8. Utilising Reuse facilities available on site, to positively separate waste for reuse: e.g. Paint, WEEE and furniture.
9. 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).
10. 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.
11. 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.
12. 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.
13. To support weighbridge operations on site, and operate weighbridge if required.
14. Ensure the site and external perimeter is kept clean and tidy, sweep and litter picked as required.
15. 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.
16. To support educational campaigns or activities to support behaviour change to increase recycling/reuse and responsible management of waste.

### **Behavioural & other Characteristics required**

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.

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.

### **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.

## **EMPLOYEE SPECIFICATION      HWRC Chargehand**

**PERSONAL SPECIFICATION:** Method of Assessment will be through one or more of the following Application Form, Test, Interview, and Certificate.

**ESSENTIAL REQUIREMENTS:** It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the 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 operate plant machinery with the appropriate training  
Ability to identify and report plant defects  
Ability to use mobile phones, I pad and any other site related technology  
Ability to learn new information and provide verbal briefings to staff, either on an individual basis or in small teams  
Ability to work in an a team showing initiative and understanding of the impact of the work carried out  
Ability to work with minimal supervision and to ensure completion of assigned daily tasks by staff  
Ability to supervise, co-ordinate and support staff to get the best out of them  
Ability to provide excellent customer service  
Ability to liaise with colleagues & contractors to ensure the sites are operationally efficient

### **Knowledge/Qualifications**

Potential to obtain industry related qualifications during service in the role  
Knowledge of the importance of Health & Safety Procedures  
Basic knowledge of the Councils Policies and Procedures

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

Enthusiasm for working in a waste management environment  
Excellent work ethic and a desire to support staff to do their best and to be happy at work  
Eagerness to undertake further training  
A commitment to the Council's Equal Opportunities Policy

**DESIRABLE REQUIREMENTS:** It is desirable that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates are not required to meet all the desirable requirements however these may be used to distinguish between acceptable candidates.

### **Knowledge**

HWRC operations and waste disposal sources / contacts

### **Experience**

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

**Job Description Content Prepared / Reviewed by:**

Name Hayley Thackwray      Designation Service Manager      Date June 2020

**Confirmation of Job Evaluation Undertaken**

**JE Ref Number 2228**

Name HR      Designation CS Jobevaluation      Date June 2020