



Coventry City Council

Job Description

Job Title:	Refuse Collector	Job Number:	
Services:	Waste Services	Grade:	3
Location:	Whitley Depot, and other appropriate locations within the city		

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

Under the general direction of the Supervisory Team Leaders, to deliver a high quality, safe and responsive customer focused waste service.

To undertake as part of a team, duties connected with the removal of both household and commercial refuse and recycling from a variety of locations and involving a full range of refuse containers, e.g. household bins, plastic sacks, wheeled bins and paladin bins.

Main Duties and Responsibilities:

1. Collect all wheeled bins / sacks presented for collection and load onto the vehicle using the appropriate manner. Return all containers to their original point and, where necessary, provide new sacks to premises.
2. Carry out duties to ensure the daily target is completed, that assisted collections are undertaken, and any problems with collections / defects with bins in the appropriate manner.
3. Ensure the appropriate use of tags / postcards to inform residents of issues that have resulted in collections not being undertaken.
4. Undertake appropriate training including equipment, vehicles and Council processes and polices as required. Ensure all work is carried out in accordance with the appropriate Safe Systems of Work.
5. Operate the packing and loading mechanism on the vehicle in accordance with the safe working method.
6. Assist the driver in the safe maneuvering of the vehicle, and in keeping the cab clean and tidy.



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7. Where safe to do so clear up any spillage, or report through the appropriate channel.
8. Assist the general public and customers by responding to minor queries and complaints in a polite and courteous manner and by taking appropriate action to avoid formal complaints.
9. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:	N/A	Responsible to:	Supervisory Team Leader
Date Reviewed:	December 2016	Updated:	June 2021



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• Understanding the relevant service delivery activities.
	<ul style="list-style-type: none">• Understanding of the principles of customer care and client focussed service delivery.
	<ul style="list-style-type: none">• Knowledge of operational Health and Safety and the reason for its implementation.

Skills and Abilities:	<ul style="list-style-type: none">• Ability to follow verbal and written instructions.
	<ul style="list-style-type: none">• Ability to work as part of a team.
	<ul style="list-style-type: none">• Able to deal with the general public and customers in a polite and courteous manner.
	<ul style="list-style-type: none">• Physically fit and able to gain access to large vehicles, walk a long distances intermittently, and manoeuvre a full range of refuse containers.
	<ul style="list-style-type: none">• Ability to meet daily targets within set timescales.

Educational:	<ul style="list-style-type: none">• Basic numeracy and literacy
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Experience:	<ul style="list-style-type: none">• Dealing with the general public.
	<ul style="list-style-type: none">• Working in a customer care environment.

Date Reviewed:	December 2016	Updated:	June 2021
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