

Job Description and Person Specification

Role: Waste Refuse Collector



Job Description

Job Title	Waste Refuse Collector
Grade	3
Service	Waste
Reports to	Supervisor
Location	Whitley <u>Depot</u> , and other appropriate locations within the city
Job Evaluation Code	A5997



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

Purpose of the role

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 & Key Accountabilities

Core Knowledge

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 policies 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 manoeuvring of the vehicle, and in keeping the cab clean and tidy.
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.

Key relationships

External	Internal
General Public Local Businesses Community Representatives	Supervisors Managers Internal colleagues and service areas

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

<p>Staff managed by postholder:</p> <p>NA</p>
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Person specification

Job Evaluation Code	A5997
Knowledge	
Understanding the relevant service delivery activities.	
Understanding of the principles of customer care and client focussed service delivery.	
Knowledge of operational Health and Safety and the reason for its implementation.	
Skills and Abilities	
Ability to follow verbal and written instructions.	
Ability to work as part of a team.	
Able to deal with the public and customers in a polite and courteous manner.	
Physically fit and able to gain access to large vehicles, walk a long distance intermittently, and manoeuvre a full range of refuse containers.	
Ability to meet daily targets within set timescales.	
Experience	
Dealing with the general public.	
Working in a customer care environment.	
Qualifications	
Basic numeracy and literacy.	
Special Requirements	

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Date Created	4 March 2024	Date Reviewed	4 March 2024
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