



Coventry City Council

Job Description

Job Title:	Senior Crew Member	Job Number:	
Services:	Waste Services	Post Number:	
Location:	Whitley Depot, and other appropriate locations within the city	Grade:	4

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 Supervising Team Leaders, to deliver a high quality, safe, responsive and customer focussed 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.

To supervise crew activities, ensuring that duties are carried out in a safe, responsible and customer focused manner.

Main Duties and Responsibilities:

1. Collect and remove items of waste and materials for recycling, loading safely on to vehicles using the appropriate method
2. Undertake appropriate training, including equipment/ attachments to vehicles and council processes/ policies as required.
3. Undertake the accurate recording and reporting of all round information; report any defective equipment, non-collections, extra collections, missed assisted collections, damaged bins, accidents or near misses etc. Ensure that all information is provided in the appropriate manner to a Supervising Team Leader at the end of each day.
4. Ensure all waste and recycling containers/sacks are returned to the collection/storage point and that any spillage of waste caused during collections is cleared.



Coventry City Council

5. Ensure that all crew members work in accordance with the Safe Systems of Work and that vehicle mechanisms and other equipment are utilised in a safe way at all times.
6. Assist the driver in the safe manoeuvring of the vehicle and in keeping it clean and tidy.
7. Assist customers and members of the general public by responding to queries and minor complaints in a polite and courteous manner and by taking the appropriate action to avoid formal complaints.
8. Ensure that the vehicle has an adequate supply of hygiene equipment and that the appropriate Personal Protective Equipment is available and used correctly at all times.
9. Ensure that effective communication is maintained with deployment at all times.
10. Ensure that all assisted collections are made and containers returned to the place of collection.
11. Assist where required with on the job training to new employees.
12. Determine and instruct the driver regarding routing of the vehicle to achieve optimum efficiency, safe working practice and consistency of collection.
13. Ensure that information is relayed to residents where necessary regarding contamination / overweight bins etc. in the most appropriate manner.
14. Ensure that all work allocated to the round is completed, reporting any issues that cannot be adequately dealt with to a Supervising Team Leader.
15. Use initiative to deal with any matters arising, reporting issues that cannot be dealt to a Supervising Team Leader.
16. Collecting cash and / or cheques, providing receipts where payable work is carried out.

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:	Crew	Responsible to:	Supervisory Team Leader
Date Reviewed:	N/A	Updated:	June 2021



Coventry City Council

Person Specification

Job Title:	Senior Crew Member	Job Number:	
Services:	Waste Services	Grade:	4
Location:	Whitley Depot, and other appropriate locations within the city		

Area	Description
------	-------------

Knowledge:	<ul style="list-style-type: none">• Understanding of 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">• A knowledge of Health & Safety and the reasons for its implementation.

Skills and Abilities:	<ul style="list-style-type: none">• Able to undertake manual work to include manoeuvring of full range of waste containers, e.g. household bins, plastic sacks, wheeled bins, commercial type bins.
	<ul style="list-style-type: none">• Able to deal with all members of the community in a polite and courteous manner.
	<ul style="list-style-type: none">• Able to maintain an attendance and timekeeping record in accordance with Council Policy.
	<ul style="list-style-type: none">• Able to demonstrate an understanding of the City Council's Workforce Diversity and Inclusion Policy.
	<ul style="list-style-type: none">• Able to follow basic written and verbal instructions.
	<ul style="list-style-type: none">• Able to successfully operate electronic device for recording daily round log

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

Educational:	<ul style="list-style-type: none">• Basic numeracy and literacy.
---------------------	--

Special Requirements:	<ul style="list-style-type: none">• Able to work in inclement weather conditions.
	<ul style="list-style-type: none">• Able to work safely in a dirty, smelly, and potentially dangerous environment.

Date Reviewed:	N/A	Updated:	June 2021
-----------------------	-----	-----------------	-----------



Coventry City Council



Coventry City Council