

HWRC and Plant Operative

Grade 4

About the Service

Through its statutory function as a Waste Disposal Authority, the Sustainability and Waste Management Service makes provision for residual waste treatment and disposal facilities for all eight Waste Collection Authorities within Staffordshire. This can include the provision of transfer facilities at strategic locations to ensure efficient haulage of waste to treatment/disposal points and if requested, provision of treatment/recovery facilities for recyclables and organic waste.

It is also responsible for providing specialist advice to the County Council on all matters related to Sustainability and in particular is responsible for producing and maintaining the Corporate Sustainability Strategy, providing specialist input into its implementation and monitoring. Similarly, it is also responsible for the County Council's activities in providing community leadership through partnership working and the Local Economic Partnership.

Furthermore, the service operates 14 household waste recycling centres where residents can deposit household waste; manages the environmental integrity of historic landfills under the ownership of the authority, maintains an up to date strategy and makes payments of Recycling Credits to the eight Staffordshire waste collection authorities where appropriate.

The Sustainability and Waste Management Service also contributes to a range of other Corporate Priorities including Customer satisfaction, financial control, value for money, health & safety and equalities.

Reporting Relationships

Responsible to: HWRC Team Leader

Key Accountabilities

To provide a helpful, courteous and professional service to the public by helping them to dispose of their waste, whilst maximising recycling. Assist in the operation in accordance with the Environmental permit, Planning Permission and Council Procedures.

Generic Responsibilities

- Maximise the recycling and diversion of landfill by assisting, advising and supervising the public with the disposal of household waste, ensuring that materials are deposited in the correct containers.
- Responsible for ensuring that all waste is dealt with in line with the Councils procedures, Environmental Permit and Planning Permission.
- Monitor all site containers available to the public throughout the day by carrying out regular checks to maintain capacity levels and inform Haulage requirements.
- Delivering customer service and improving recycling and reuse rates, by assisting with the loading of residents' waste and recycling into the appropriate containers, adhering to all necessary Health and Safety guidance.
- Assist with the compliance of all legislation requirements, such as completing Duty of Care and Consignment Note documentation.
- Monitor the quality of material collected for recycling and reuse, removing incorrectly placed items to maximise recycling opportunities.
- Maintain the safety of staff and public across the sites by preventing unauthorised persons from sorting, disturbing, removing or interfering with any waste on site, reporting all accidents, near

misses or dangerous situations, and following all health and safety procedures.

- Control and assist the site users in accordance with the Traffic Management plan, to maintain the safety of the public at all times.
- Ensuring SCC is compliant with the Environmental permit requirements including maintaining a clean and tidy site office and outside areas free from litters and spillages.
- Responsible for retaining and maintaining records as contractually or legally required
- Ensure that correct procedures are followed in the administration of payments made in respect of trade waste and chargeable items, to maximise income/cost recovery for the HWRC network.
- Assist waste collection drivers and contractors, so that all loads are collected from site in a safe manner and leave the site safe for the public highway. Carefully using specialist equipment such as mobile plant, ensure it is operated and maintained in accordance with all Health and Safety regulations, as well as ensure that all daily checks and records are carried out. Report all defects to mobile plant and site to the HWRC Supervisor.

Person Specification

Qualifications/Professional membership

- Educated to GCSE level including Maths and English, or equivalent experience.

Knowledge and Experience

- Experience of working in a busy, demanding team environment.
- Experience of customer service/working in a frontline service.
- Experience of following policies and procedures and working within agreed guidelines.
- Understanding of, and the ability to interpret/ implement current waste legislation.
- Experience of dealing with people and operating in difficult and emotive situations calmly.
- Experience of following Health and Safety procedures.

Skills

- Enthusiastic approach and willing to undertake additional training and development as required.
- Effective interpersonal and communication (verbal and written) skills.
- Effective numerical skills.
- Ability to work under own initiative.
- Ability to adapt to change in a fast-paced environment.
- Positive and committed to delivering effective and efficient customer service.
- Effective, highly efficient time management skills

This post is designated as a Casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.