

Environmental Operative (Loader)

Department	Recycling & Waste
Pay Grade	G2
Responsible to	Service Delivery Manager

Role Purpose

To collect all types of waste and recycling from domestic and commercial properties / areas within Horsham District and the surrounding areas, thereby ensuring areas are maintained to ensure a clean and safe environment.

Role Specific Responsibilities / Accountabilities

- To collect all types of waste and recycling from domestic and commercial properties / areas within Horsham District and the surrounding areas.
- To carry out delivery of domestic and trade bins to various customers within the Horsham District.
- To carry out special collections of white goods, fridges, cookers, washing machines as per arranged orders to the satisfaction of the customer and management.
- To carry out other one-off special collections, as required.
- To repair damaged bins for re-use.
- To carry out all duties associated with the collection of any waste and recycling, operating any equipment (machinery / technology) associated with the role.
- Wearing the correct Personal Protective Equipment (PPE) whilst adhering to Health and Safety Regulations, the Council's Safe Working Practices and any other required guidelines / procedures.
- To attend regular Toolbox Talks and participate in all other training relevant to the role and as the Council requires, ensuring all knowledge and skills are kept up to date.
- To cover absence for operatives engaged on other service areas, when required.
- Participate in flexible working patterns in order to accommodate the demands of the service; this includes working bank holidays, and weekend working following Christmas and New Year's Day, and / or some evenings in order to meet the peak service demands.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role; relevant experience may be a substitute.

Essential Criteria

- Customer Service experience.
- Knowledge of safe manual handling practices.
- Handyman skills.
- Manual handling skills to lift and manoeuvre heavy goods including fridges.
- Technical skills to repair bin wheels.
- Ability to follow written instructions.
- Able to follow written instructions.
- Able to complete paperwork including reports, forms and timesheets.
- Able to walk prolonged distances on a regular basis in all weather conditions.
- Able to work as part of a team and adapt when required.
- Good basic standard of education.

Desirable Criteria

- Experience of working in a similar role / environment.
- Refuse and Special collection work experience.

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the council developing good working relationships to promote the interests and reputation of the council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to continuously improve ways of working and council services by evaluating activities to enhance performance.

- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly

