

## **GENERIC ROLE PROFILE**

### **Operative Level 2 (Waste Driver)**

#### **OPERATIONAL SUPPORT JOB FAMILY: OPS2**

*This generic role profile is the contractual element to which your post has been assigned and sets out the indicative range of responsibilities that may be expected of you at this job family level.*

To undertake a range of practical and skilled operational tasks and procedures to support the delivery of a high-level front-line service to the public.

#### **INDICATIVE WORK ACTIVITIES**

1. Working individually or as part of a team, undertake a range practical and skilled operational tasks, in all weathers, prioritising them as directed and working within agreed procedures that contributes to the cleanliness, safety and colourful appearance of Worcester City.
2. Responsible for carrying out a range of efficient processes and procedures in order to support service delivery.
3. Deliver and assist with the review of relevant safe operating procedures, risk assessments and method statements to evaluate that they are fit for purpose.
4. Assist in the resolution of customer issues by liaising with colleagues and co-ordinating operational logistics to ensure agreed standards are achieved.
5. Meet designated standards of work within specified timeframes as set out in any agreed work schedules. Deliver those standards in line with the relevant Standard Operating Procedures, Risk Assessments, Council values, Customer Service standards and any training where applicable.
6. Utilise, and/or maintain Council vehicles, equipment, general tools and/or hand operated power tools, bringing any non-routine maintenance and supply issues arising to the attention of the relevant manager.
7. Participate in all required learning that will help you perform your role successfully and to the standards expected.
8. Complete accurate and timely administration / documentation in relation to your role.
9. In addition to the agreed work schedule, proactively support the resolution of operational issues as and when they arise.
10. Ensure the use of IT is maximised to enhance quality and efficiency of service.
11. Ensure that you operate in a way that protects your own health and safety and that of others, in accordance with the Health and Safety at Work Act 1974. This will include maintaining any uniform and protective clothing provided.

12. Take responsibility for raising any issues, concerns or improved ways of working to help the Council deliver excellent public services and to meet its statutory requirements.
13. Work across different teams as and when required and using your skill sets, to ensure resilience of Service Delivery, including any other reasonable duties.
14. Participate in all required learning and development activities that will help you perform your role successfully and to the standards expected.

## TASK SPECIFICS

*The 'task specifics' is the non-contractual element that your post has been assigned to and is a more detailed description of day-to-day activity which will be reviewed in line with PDR objectives and can change when priorities change.*

<b>JE Reference</b>		<b>E02.7</b>
<b>Purpose</b>		
The purpose of the role is to contribute to KEEPING WORCESTER CITY TIDY COLOURFUL AND SAFE working as part of Waste Services, including frontline responsibilities for vehicle.		
<b>Service to Customers</b>		
<ol style="list-style-type: none"> <li>1. Apply robust Health and Safety practices.</li> <li>2. Use practical knowledge of the service area to provide technical support and guidance, to deliver standards.</li> <li>3. Assist in customer relations and expectations to deliver customer service standards, including daily adjustments to route plans, where required.</li> <li>4. Actively work towards service targets and continuous service delivery improvements, including adherence to H&amp;S procedures whilst out on site.</li> </ol>		
<b>Business Improvement/planning responsibility</b>		
<ol style="list-style-type: none"> <li>1. Work closely with colleagues in your teams, providing technical support to deliver required outcomes.</li> <li>2. Assist in recognising and defining service delivery efficiencies.</li> <li>3. Environmental Operations is one big team. Although there are smaller teams operating across the service, we do expect every employee to use their skills for the benefit of any team as and when required.</li> <li>4. A flexible approach is required as the service areas may change with ongoing improvements and transformation.</li> <li>5. Take an interest in the activities of the wider Council and where possible, participate in corporate events and activity.</li> </ol>		
<b>Colleagues, Self and Partners &amp; Nature of Contacts (Internal/External)</b>		
<b>Contact</b>	<b>Frequency</b>	<b>Nature of contact</b>
Front line teams/colleagues Across the service area	Daily	Day to day work tasks
Supervisors	Weekly/ daily	Engage with Supervisors putting suggestions forward using your technical knowledge to improve the service delivery. Attending/contributing to monthly meetings.
Heads of service/Managers	Weekly/Monthly	Engagement with managers to improve service standards and delivery. Giving advice when required using your technical expertise.

Councillors	Daily/Weekly/ Monthly	Local issues raised by ward members/whilst carry out your duties.
Corporate Leaders	Occasionally	Attendance for corporate briefings including Staff Conferences.
Other Stakeholders	Monthly	Understanding and supporting response to local issues.

### **Managing Resources (people, equipment, buildings)**

#### *Accountability*

Responsible in ensuring the frontline team manages all equipment, keeping it safe and fit for purpose.

To deliver positive outcomes wherever possible to benefit the customer, council, staff and other stake holders.

#### **Procedural Context**

1. Play your part in maintaining a good working relationship with your employer.
2. Be aware of and know the Councils policies and procedures.
3. Complete any required documentation/ systems update, relevant to your role
4. Attend mandatory and development training, on request

#### **Key Facts and Figures**

Work within your immediate teams and the wider teams to deliver Waste Services, providing technical advice when required.

#### **Knowledge and Skills**

##### **Essential**

1. A good work ethic and want to make Worcester City a Clean, Safe, Colourful place.
2. A good understanding of Health and Safety at work.
3. A HGV driving licence and ensuring an up-to-date CPC and HGV medical.
4. A good level of literacy (including spoken/written English), numeracy, and IT skills.
5. Looking at different ways of working with an open mind.
6. Be prepared to work outside in all weathers.
7. Be prepared to work 37 hours over any 5-day week, to meet service delivery needs (with prior notification and agreement).
8. Participate in team meetings and annual Performance Development Reviews
9. Punctuality at start of working day to support crew / route working.

##### **Desirable**

1. A detailed knowledge of Waste Services.
2. Experience and good operating knowledge of Refuse Collection Vehicles.
3. Experience in working in Waste Services.
4. Knowledge of Worcester and the surrounding area.

#### **Behaviours**

1. Work to the Councils values
2. Aware of the Councils safeguarding policy and how to report any concerns
3. Aware of the Councils Health and Safety policy and committed to safe working practices