

JOB DESCRIPTION

Post title	Waste and Cleansing Driver/Crew Leader
Division / Section	Environment
Department	Place
Responsible To	Waste and Cleansing Supervisor
Number of post holders	
Acting up/ Secondment	n/a

Purpose of Job

The purpose of the job is to help keep the City of Edinburgh Clean by being responsible for the safe operation of waste and cleansing vehicles, uplifting litter, waste and recycling material and providing information and advice about waste and recycling matters to assist the Council to meet cleanliness, landfill and waste recycling targets. This will involve collecting and separating waste and recycling, emptying bins, driving LGV mechanical sweepers, collecting bulky materials, litter and fly-tipping and undertaking any other similar duty.

The Driver/Crew Leader will act as a point of contact for customers and service users, providing advice and responding to problems to ensure that the highest standards of customer care are met and maintained. He / she will have responsibility for supervising crew members to ensure that allocated work is completed to an appropriate standard and in line with safe working practices and operating procedures. He/she will provide accurate daily status reports to the Waste and Cleansing Supervisor to enable the immediate identification of issues that may impact on service delivery.

Major Tasks

Carry out the day to day operations of the Waste and Cleansing service (including the collection of bins, removal of litter and side waste) Carry out the allocated tasks in accordance with service performance standards whilst delivering high levels of customer care and satisfaction.

As part of the wider Waste and Cleansing services team, this role is responsible for delivering high quality customer focused services. This will involve ensuring service standards are achieved and maintained and providing advice and guidance to service users. Post holders will also be responsible for supervising the work of crew members to ensure completion of daily work schedules and adherence to safety and service standards and all Council HR policies.

This role has overall responsibility for the completion of the work allocated to the team and post holders will allocate tasks to fellow crew members whilst out on route to ensure work is completed as scheduled. Post holders are also responsible for ensuring that route or work completion records are maintained to an accurate level, identifying all issues encountered (e.g. contaminated bins, faulty litter bins, streets with no access etc.)

Job Activities

- Drive any vehicle as required
- Comply with the Council's records systems for the operation of non-LGV and LGV vehicles, including the operation of tachograph equipment
- Operate bin lifting and hydraulic mechanisms on vehicles
- Keep the assigned vehicle clean, including operating mechanisms
- Safely discharge vehicle load in compliance with the operating systems and the type of material collected.
- Collect waste and recyclable materials contained in bins, boxes, bags or other nominated container
- Ensure that spillage and uncontained waste is removed by crew members where it is safe and practical to do so (and maintain a record of spillage and uncontained waste where it is not safe and practical to be collected at that point in time)
- Lift and load bulky items of waste and fly-tipping
- Carry out risk assessments on routes and update assessments as necessary
- Carry out complaint handling and resolution in line with the relevant service standards
- Organise effective temporary re-routing of the routes during disruptions from road works/utilities/public events diversions
- Effectively utilise ICT equipment to provide route completion information in a timely manner and report/handle any other issues as required by the service.

Supervision and Management of People (Numbers and type of staff)

Post holders report to the Waste and Cleansing Supervisor, who has line management responsibility for a designated group of staff.

Driver/Crew Leaders will ensure that crew members are wearing correct PPE prior to commencement of route and at all times during the working day. They are also responsible for ensuring that their crew are working in a safe and professional manner at all times, as well as escalating potential health and safety or disciplinary matters that require investigating.

They will allocate tasks to crew members whilst out on route and will ensure that they have been completed to required standards. They will provide on-the-job instruction and guidance to crew members and will deal with routine issues or problems arising in the

course of completing the route. Driver/Crew Leaders will be responsible for the handling of crew member conduct and informal resolutions where this is appropriate in line with the Council's policies and procedures. Where it is not appropriate for informal resolution, Driver/Crew Leaders are responsible for recording and reporting such incidents to the Waste and Cleansing Supervisor in a timely manner (i.e. at or before the end of the working shift).

Creativity and Innovation

Work procedures are well defined but post holders may have to apply a degree of creativity to resolve routine issues/difficulties encountered in the course of completing routes such as access issues and delays caused by adverse traffic conditions that may require them to make temporary adjustments to normal routes.

Post holders will assess risks such as over-full bins, uneven surfaces and icy conditions encountered in the course of carrying out duties and will apply guidelines to decide the most appropriate course of action from a range of established alternatives, balancing the requirement to maintain service provision with the need to safeguard property and protect the safety of crew members and members of the public. From time to time, post holders may also work with others, including Supervisors, to carry out more comprehensive risk assessments of tasks and routes and will assist in identifying action required to address potential hazards identified.

As the first point of contact for members of the public, they will interpret available information to respond appropriately to enquiries and requests for advice and may be required to identify the most appropriate course of action to resolve straightforward problems or complaints.

Contacts and Relationships

Post holders will meet Supervisors on a daily basis, to take instruction, report on the status of tasks and routes, share information and seek advice about service delivery issues.

They will work directly with fellow crew members and will allocate tasks and provide guidance to ensure the efficient completion of routes and the provision of high standards of customer service. They will be expected to engage in challenging and correcting any improper or unsafe behaviour by colleagues working as part of the crew.

They will have some interaction with members of the public and will provide readily-available information and advice in response to enquiries about Waste and Cleansing issues. They may be required to resolve straightforward problems and respond to complaints, although it is expected that matters that cannot immediately be dealt with will be referred to the Supervisor for resolution.

Occasional contact may be required with officers elsewhere in the Council to pass on details of complaints or requests for information that cannot immediately be dealt with in the field.

Decisions (Discretion)

Post holders are responsible for making decisions about how to overcome day-to-day issues encountered in the course of their duties. This may include re-prioritising tasks or

re-planning the order in which routes or tasks are serviced when problems such as traffic congestion or temporary access difficulties are encountered.

Post holders will apply guidelines to decide on the correct course of action when bins presented for collection breach presentation standards. This may include tagging over-full bins and logging details on the route sheet for the attention of admin staff.

They will assess potential health and safety risks such as over-full bins, icy conditions, uneven surfaces and will apply guidelines to decide the most appropriate course of action from a range of established alternatives, balancing service provision with the need to protect the health and safety of crew members and members of the public.

They will decide when issues observed whilst out on route should be logged and reported to the relevant service for remedial action (e.g. graffiti, potholes, defective street lighting).

They will also decide what information and advice to provide in response to enquiries from members of the public and decide most appropriate course of action to resolve complaints, which may include onward referral to Supervisor.

They will decide when to report vehicle and/or equipment faults to enable maintenance or repairs to be undertaken as necessary, referring to Supervisor for advice where necessary.

Decisions (Consequences)

Routes will be allocated to crews by the Supervisor, but the Driver/Crew Leader will allocate tasks to fellow crew members in the course of servicing the route to enable work to be completed as scheduled.

Decisions made by post holders may affect route and task completion and the quality of service provided to residents customers. This may impact on customer satisfaction and the level of complaints referred to the service, which may in turn have an impact on the reputation of the Council.

Decisions relating to the assessment of risks may have implications for the safety of the individual, fellow crew members and members of the public.

Decisions about when to report vehicle and equipment faults or defects observed whilst out on route may affect the condition of Council assets.

Decisions made in the course of driving vehicles will affect own safety and that of fellow crew members and road users.

Resources

Postholders are responsible for the proper use and safekeeping of protective clothing and any tools and equipment issued to enable them to undertake their duties.

They are responsible for the proper, safe and effective operation and safekeeping of specialist vehicles and associated equipment, including non-LGV and LGV vehicles, and for the daily use of in-cab devices and IT equipment, reporting faults as necessary.

Environment – Work Demands

Post holders are responsible for the completion of scheduled routes allocated by Supervisors and to that end will allocate tasks to fellow crew members whilst out on the road. They may encounter difficulties such as traffic hold-ups or blocked access that require them to vary or re-order their route, but issues such as vehicle breakdowns that have the potential to affect route completion will be referred to the Supervisor to decide appropriate action.

Environment – Physical

The majority of time will be spent driving. Time will also be spent carrying out lifting and loading tasks that require intense physical effort. These include moving full waste bins, lifting and loading bulky items of waste, lifting and carrying waste containers.

Environment – Working conditions

Post holders will spend the majority of time in the cab of a vehicle but will undertake lifting and loading tasks that involve working outside exposed to all weather conditions for periods of time. They will also encounter dirty conditions and some exposure to noise from moving traffic.

Environment – Work Context

Post holders will spend a significant proportion of their time driving and must exercise due care in moving traffic. They must also adhere to safe working practices at all times.

They must also take care in relation to the physical demands of the post when undertaking non-driving duties which include lifting and loading bulky items, lifting and carrying waste containers.

The job entails some contact with members of the public so post holders may be exposed to occasional rudeness or challenging behaviour.

Knowledge and Skills

Post holders should have a good working knowledge of health and safety regulations and risk assessment procedures and an awareness of safe working practices and procedures.

They should possess knowledge and skills in waste management, recycling and related operational activities.

Post holders must possess the knowledge and skills necessary to drive LGV vehicles and a clean, current driving licence at Category C1 + E is essential. They must also hold a driver's Certificate of Professional Competence.

They must have a good working knowledge of VOSA regulations relating to the operation of non-LGV and LGV vehicles.

Supervisory skills are required.