

POST TITLE	HOUSEHOLD WASTE AND RECYCLING CENTRE OPERATIVE
DIRECTORATE	PLACE
SERVICE	NEIGHBOURHOOD ENVIRONMENTAL SERVICES/WASTE DISPOSAL AND CONTRACTS
RESPONSIBLE TO	DISPOSALS CHARGEHAND
NUMBER OF POST HOLDERS	28
ACTING UP/ SECONDMENT	

PURPOSE OF JOB

To advise and assist in the disposal, recycling and reuse of waste generated by the residents of Edinburgh, by Council Services and by commercial users of the council sites.

Assist the department in meeting contractual requirements in the reuse, recycling, transfer and disposal of this waste.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Enforce on site procedures to ensure the safety of members of the public, colleagues and others on site.
- Encourage site users to maximise reuse or recycling and provide advice and assistance where required.
- Prevent and reduce cross contamination of disposal streams to minimise the financial cost to the Council. This may include sorting waste streams manually.
- Undertake first line enforcement action / reporting where there are environmental offences committed on the site e.g. illegal deposit of trade waste, unregistered waste carriers, unauthorised removal of waste from site etc.
- Control vehicles using the site to recycle and dispose of waste.
- Use of CEC electronic devices such as the 'bookings phone' during the working day.
- Carry out inspections of various site assets and infrastructure: assessing condition, reporting defects and isolating or making safe when required. Checks may be written or electronic.
- Undertake the role of reversing assistant/ vehicle controller wherever there is a need to do so.
- Keep accurate records of disposal functions both handwritten and in electronic form.
- Ensure the WTS and HWRC are in a clean, tidy and licence compliant state at all times.
- Ensuring compliance with all relevant Council policies and procedures.
- Litter picking, sweeping, cleaning tasks as required and other tasks as required to keep the site tidy. This will include dealing with vermin issues and removing dead vermin / waste associated with vermin.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Ability to organise traffic flows in a busy WTS and prioritise vehicles unloading / loading as necessary and to manage expectations of many manual workers using site.
- Responsible for ensuring site users are aware of disposal, recycling and reuse procedures as well as enforcing on-site health and safety procedures.
- Ability to be a self-starter – to see a job around the site which needs doing and do it without requiring instruction.
- The post holder is required to be creative in finding solutions for customer issues – this may result in taking ownership of issues that do not relate to waste and cleansing and re-directing them if required.
- Scope for creativity and innovation in the day-to-day role is limited.

- Good customer service skills, ability to help customers physically and verbally on HWRC.
- Ability to deal with awkward customers / people who should not be using site.
- Brief moments of personal contact with large numbers of people throughout the day; directing public and council staff where to tip different waste streams.
- Decision on whether to allow vehicles into HWRC, possible conflict arising here from some site users.
- Decision on when to / whether to allow vehicles into WTS, possible conflict arising here from some CEC staff.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The workload of the employee is dependant on customer (public and council staff) demands and there is a requirement for staff to prioritise work to respond to these demands.
- The employee will follow a prescribed list of tasks during the day, but has some limited flexibility to make changes to their work programme throughout the day.
- Staff must take care in relation to the physical demands of the post when undertaking duties which include lifting and loading bulky item and sweeping hard surfaces – 30% of the time.
- Staff will regularly be required to assist members of the public in lifting items which can vary in weight – 20%.
- Prolonged periods of standing and walking – 50%
- Outside working at HWRC or service yard, OR inside working (directing traffic) in the WTS throughout the day. The employee will be exposed to inclement weather, noise, odour and dust, 80-100% of the time.
- Will spend a significant proportion of their time working within the flow of vehicular traffic. They must also adhere to safe working practices at all times and protect the safety of members of the public and colleagues at the same time – 100% of time.
- The job entails some contact with members of the public so post holders may be exposed to occasional rudeness or challenging behaviour. – 10% of the time

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

The post has no responsibility for staff.

RESOURCES

- Hand and small power tools - shared responsibility.
- Electronic devices – shared responsibility

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).