



Post title	Waste and Recycling Collection Operative
Division / Section	Environment
Department	Place
Responsible To	Waste and Recycling Driver/Crew Leader
Number of post holders	171
Acting up/ Secondment	n/a

Purpose of Job

Help keep the City of Edinburgh Clean and Green by uplifting waste material and providing information and advice about waste minimisation and services to assist the Council to meet landfill and waste recycling targets. This will involve collecting and separating waste, emptying bins, identifying recycling opportunities, collecting bulky materials, collecting trade waste and promoting the waste aware message of the Council.

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.

Major Tasks/ Job Activities

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 and safe working practices 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.

- Operate bin lifting and hydraulic mechanisms on vehicles
- Collect waste and recyclable materials in bins, boxes, bags or other nominated container
- Ensure that spillage and uncontained waste is removed where it is safe and practical to do so (and update the Driver/Crew Leader 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 reversing assistant duties as required, guiding reversing vehicles using the relevant detailed safe working procedures
- As part of a refuse collection crew propose alternative methods for meeting customer expectations in respect of their refuse collection service
- Identify issues with bins/properties and report them to the Driver/Crew Leader for action (e.g. contaminated bin, no access, bin not presented etc.)
- Provide information advice and guidance on waste and recycling services to customers and service users
- Positively promote the councils Waste and Cleansing service

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

May contribute to the induction and familiarisation of new starts and temporary agency workers but have no supervisory responsibility.

Creativity and Innovation

May provide comments or input to the occasional re-design of collection routes.

Work procedures are well defined but postholders may have to apply a degree of creativity to resolve routine issues/difficulties encountered in the course of servicing collection routes. This may include assessing risks such as over-full bins, uneven surfaces and icy conditions and applying guidelines to decide the most appropriate course of action. Postholders may also have to interpret available information to respond appropriately to enquiries and requests for advice from members of the public.

Contacts and Relationships

Work directly with fellow crew members to ensure the efficient completion of routes and the provision of high standards of customer care.

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 recycling. They may be required to resolve straightforward problems but it is expected that contentious issues or complaints will be referred to the Driver/Crew Leader for resolution.

Decisions (Discretion)

In conjunction with fellow team members, postholders will make decisions about how to overcome day-to-day issues encountered in the course of their duties such as access difficulties caused by parked cars or road works or delays caused by adverse traffic conditions. This may include re-prioritising to ensure routes are completed.

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, 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. littering, potholes, defective street lighting).

They will also decide what information and advice to provide in response to enquiries from members of the public.

Decisions (Consequences)

Decisions to which crew members contribute may affect route completion and the quality of service provided to residents. This may give rise to complaints direct to the service, via elected members or reported to the media, and may in turn have a negative impact on the reputation of the Council.

Decisions about when to report defects observed whilst out on route may affect the condition of Council assets and so have financial and safety implications.

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

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Resources

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 also responsible for the proper, safe and effective operation of bin-lifting mechanisms on refuse collection vehicles.

Environment – Work Demands

Jointly responsible with fellow crew members for the completion of scheduled collection routes. It is expected that any problems or interruptions that occur that have potential to delay completion of allocated tasks will be referred to the Driver/Crew Leader for advice and resolution or onward referral to the Waste and Cleansing Supervisor.

Environment – Physical

Duties include moving full waste bins, lifting and loading bulky items of waste, lifting and carrying waste containers and the removal of spillage and uncontained waste. These require intense physical effort and account for the majority of the time worked.

Environment – Working conditions

Work outside, exposed to all weathers, for the majority of time worked. They will also encounter dirty conditions and some exposure to noise from moving traffic.

Environment – Work Context

Must take care in relation to the intense physical demands of the post which include moving full bins, lifting and loading bulky items, lifting and carrying waste containers.

They must also adhere to safe working practices when working in proximity to moving traffic and when acting as a reversing assistant responsible for guiding reversing vehicles.

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

Knowledge and Skills

Should have a good working knowledge of health and safety regulations and risk assessment procedures and awareness of safe working practices and procedures.

Should possess knowledge and skills in waste management, recycling and related operational activities and hold qualification at SVQ level 2, or commit to securing qualification within 36 months of appointment to the post.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

See attached - specific to area of operation.