

ROLE PROFILE

The 'role profile' is the contractual element and generically sets out in broad terms the responsibilities the post holder is expected to have

Job Title	Waste Operative Driver/ Loader		
Salary/Band	Band 2	Hours	37 hours across any 4- or 5-day pattern over 7
Location	The Depot, Green Street, Kidderminster, DY10 1HA	Position Type	Full Time
Contract type	Permanent	Career Graded Post	No
Politically Restricted Post	No		

Generic Responsibilities

The Waste Management Operative Driver/ Loader is responsible for the efficient and safe collection, handling, and transportation of waste materials. This role involves loading waste onto collection vehicles, maintaining a clean and safe working environment, and ensuring that waste management processes comply with environmental regulations and health and safety standards. The role requires physical stamina, attention to detail, and the ability to work as part of a team in an outdoor environment.

Task Specifics

1. **Operating the Vehicle**
 - Drive Waste Vehicles along designated routes.
 - Operate hydraulic lift or automated arms to load refuse bins.
 - Ensure safe operation, especially in residential or congested areas.
2. **Collecting Waste**
 - Pick up household, commercial, or industrial waste and recyclables.
 - May involve manual lifting or positioning bins for automated pickup.
 - Ensure proper segregation (where applicable recyclables vs. domestic waste).
3. **Inspecting and Maintaining the Vehicle**
 - Conduct pre- and post-trip vehicle inspections.
 - Report any mechanical issues to maintenance teams.
 - Ensure truck is cleaned and maintained according to safety standards.
4. **Disposal and Unloading**
 - Drive to designated disposal or recycling facilities.
 - Unload waste safely and comply with local environmental regulations.
5. **Compliance and Safety**
 - Follow all local, state, and federal transportation and environmental regulations.
 - Wear appropriate PPE (gloves, steel-toe boots, safety vest).
 - Maintain logs or digital records of pickups and drop-offs.
6. **Customer Interaction (if needed)**
 - Communicate with residents or businesses regarding collection schedules or issues.
 - Report non-compliant or hazardous materials.

Job Purpose

1. To assist in the performance of the Waste Management Service and other work within the Environmental Services Section, as may be required.
2. To ensure that all waste collections are collected in a safe manner, complying with all health and safety instructions and safe working practices.
3. To be prepared to take a lead role within the team; giving advice and guidance with inexperienced drivers and other team members as necessary.
4. To undertake, usually as a member of a team, duties connected with the removal of refuse or recyclable materials from the kerbside, households, and industrial and commercial premises. This may involve the use and handling of a full range of containers or loose materials. To also work on the collection of bulky household waste collections as directed.
5. To handle all equipment, tools, chemicals, and equipment in accordance with the Health and Safety at Work Act. To be aware of and act in accordance with the Council's Health and Safety Policies, and to bring to the attention of your line managers any work / hazard which could result in injury to persons or damage to vehicles or property.
6. Assisting the driver to ensure that all vehicle manoeuvres are carried out in a safe and courteous manner, minimising any danger to colleagues, pedestrians, and other highway and footpath users and at third party disposal sites.
7. To assist the driver to ensure that all daily safety checks are completed at the start and the end of the working day.
8. To ensure that all waste collection types, including assisted collections, are collected professionally and in a courteous manner, delivering a very high standard of customer satisfaction.
9. To ensure that all safety equipment provided is used at all times in an appropriate manner.
10. To minimise any refuse spills by cleaning away and removing any deposits remaining.
11. To ensure that any missed and none collections are recorded on the daily work sheets and communicated to the Waste Management Team.
12. Whilst working on third party sites, assist the driver in the emptying procedures associated with the collection vehicle, and obey all site safe working practices.
13. As a crew member, assist your colleagues in maintaining the cleanliness of the collection vehicle's cab and outer body.
14. Complete all necessary time sheets and other documentation as required by Management, Department of Transport, Health and Safety Executive, Environment Agency or other such like agencies.
15. To deal with any queries from members of the public in a professional courteous and helpful manner.
16. Carry out any other such duties and responsibilities appropriate with the grade and in accordance with the requirements of this authority. This could include generic requirements across other services areas, as and when required.

Service to Customers

Incorporate anticipated interactions and specify the individuals the post holder will engage with, including staff, managers, customers, and the general public, along with the manner of engagement.

Business Improvement / Planning Responsibility

Expectations of post holder in relation to leadership, strategy, processes, systems, and performance related improvement.

Managing Resources (People, equipment, buildings)

Incorporate information regarding any managerial or supervisory duties. Specify if the individual will be accountable for overseeing and managing resources to maintain the organisation's operational efficiency.

Specific Knowledge and Skills required for this role:

REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications	• Achieving NVQ level 2 in Waste Management whilst employed by WFDC. • Evidence of at least two Drivers CPC modular qualifications. • Successfully completing Drivers CPC training within agreed timescales • Valid driver's CPC card & valid Tachograph card.	• NVQ level 2 in Waste Management. • Evidence of at least two Drivers CPC modular qualifications.
Experience	• Able to take instructions.	• Knowledge of waste collection operations is highly desirable. • Experience of outdoor working and working on the highway.
Knowledge and Skills	• Class '2' LGV Licence. • Good communication skills and ability to receive and understand both written and verbal instructions. • Good inter-personable skill, be able to uphold high levels of Customer Care, and be able to represent the Council in a positive manner. • Positive, self-motivator with ability to work without direct supervision and work within a small team. • Good understanding and awareness of Health & Safety issues. • Ability to take part and respond to training sessions. • Familiarity with safety and environmental regulations. • Basic mechanical knowledge (for minor on-the-go troubleshooting).	
Special Requirements	• A good standard of health, physical fitness and stamina.	

Education	Essential	Desirable	GCSE Level or Equivalent A Level or Equivalent Degree Level or Equivalent Other relevant qualification specific to the role (detailed in key skills)
		x	
Driving Licence	Essential	Desirable	Full UK Driving Licence Class 2 LGC Licence
	x		
	x		
DBS requirements	x	Not required for post Basic Enhanced Adults Enhanced Adults & Children	
Additional Special Requirements	• 37 hours across any 4- or 5-day pattern over 7 including bank holidays & weekends.		
Health and Safety	• To monitor and comply with Health and Safety of tasks and projects • To assist with and undertake risk assessments, method statements, standard operating procedures. • As an employee you must comply with the requirements of the Health and Safety at Work Act 1974 and affiliated regulations. • You are also required to comply with the Council's Health and Safety Policies and take reasonable care for the health and safety of yourself and of others		
Values and Behaviour	Work to the Council's Values and associated Behaviours. We are Working Together • We are one team, all working towards the Council's vision for the district We are Fair • We treat people fairly; we are inclusive and embrace our differences We are Dependable • We do what we say we are going to do, you can trust us to deliver on our promises We put Communities first • We listen, we set targets for ourselves and the services we deliver		

Corporate Accountabilities	Equality, Diversity, and Inclusion • Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively. Health and Safety • To operate with due regard to the Council's policies, procedures and guidance and undertake any health and safety training as appropriate. Information security and governance • Manage information in line with the Council's policies, procedures, and guidance on Data Protection, GDPR, Freedom of Information, confidentiality, information security and sharing to ensure compliance and efficient and effective information governance. • Cyber Security Awareness Safeguarding • Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and vulnerable adults who may be at risk. Report concerns in accordance with corporate guidance and procedures.
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Date Prepared: 21st May 2025