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| **Post title:** | Loader |
| **Grade:** | CD |
| **Responsible to:** | Driver/Operational Management |
| **Staff managed:** | None |
| **Directorate:** | Environment |
| **Service:** | Environmental Services and Climate Change |
| **Job family:** | **OS - Operational Support** |
| **Date of issue:** | December 2023 |

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| Job context |
| * The safe and efficient collection of refuse and recycling is a critical function for the Council. * Collection crews led by the driver are among the most visible members of the Council workforce. * This post is deemed to be a Safety Critical post in line with the Council’s Workplace Substance Misuse Policy. In addition to those circumstance listed in the policy where a test will be required, this post will be subject to random testing. |

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| |  |  | | --- | --- | | **Job Purpose:** | **The safe and efficient collection of refuse and recycling and Street scene duties.** | |

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| **Operational Management:** | * Responsible for the health and safety of self and colleagues, ensuring that all safe working practices are followed, including wearing of Protection Personal Equipment (PPE), and reporting any issues/accidents/incidents to line management. * To follow all guidance and instruction given by the driver during the working day * Responsible for completion of the daily allocated tasks through periods of annual leave and absence cover, working with team members across service areas, e.g. street scene, in daily specific routes and activities. * To support the driver in undertaking dynamic risk assessments and to act as Reversing Assistant, to ensure manoeuvres are completed safely and mitigate the risk to Pedestrians, all other road users, Public and Commercial property. Communicating with the Driver using approved hand signals and vocal commands to prevent incidents occurring. * Comply with all required training as requested and ongoing responsibilities. To operate any and all equipment in line with training provided. * Ensuring all collections, including assisted/communal, are completed and receptacles returned, where appropriate. * Collection and emptying of receptacles, ensuring high levels of customer service – removing spillages, checking of service lists and reporting instances outside of acceptable presentation – over-weight, contamination, damaged receptacle, lapsed contract etc. Working with the driver to use paperwork or digitally on phones/in-cab devices to promote high standards of service delivery, efficiency and customer service. Communication of any refusal to the public via bin tag/sticker etc. * To work as a team to ensure services are completed and responsive to external factors – breakdowns, blockages etc. to minimise risk of service failure. Making suitable attempts to access all locations on the collection round. * Having knowledge of and undertaking a wide range of duties in the public realm including   Cleansing and litter picking  Emptying of litter and dog waste bins  Removal of weeds, graffiti, dead animals, and fly tipping  Cleaning of Public conveniences  Winter snow clearing and gritting.   * Provide support for specific activities such as flood events to effectively distribute sandbags or to search illegally dumped waste to support fly tipping prosecutions. |
| **Communications:** | * Loaders are expected to demonstrate high levels of communication skills with colleagues and line management. * Represent the Council in a manner conducive with the standards expected, including the carrying of an identity card and wearing of the uniform supplied. * To communicate effectively with customers, management team and members of the public in a polite manner, placing the highest possible emphasis on customer care and actively encourage customer involvement and feedback. |
| **Systems and information:** | * Loaders support the driver in the completion of various systems. |

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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience   * Ability to follow instruction and carry out tasks in line with direction. * Knowledge of safe working practices and general Health and Safety principles. * Effective interpersonal, communication skills * Commitment to delivering a high quality service. * Experience of working in an outdoor environment * Ability to assess hazards and risks in real time and communicate the appropriate warnings/action required to prevent accidents and incidents | * Reasonable literacy skills. |
| Occupational Skills   * Works actively with others within the team to solve work-related problems and to achieve team goals. * Is open and honest with colleagues and honours commitments made. * Understands and meets the needs of customers and Service priorities. * Communicates effectively with customers and colleagues * Treats all people fairly and with respect. * Presents information clearly, concisely, objectively and accurately. * Shares important information promptly with all those who need it. * Flexibility in terms of duties. | * Listens actively, asking questions and clarifying points to check understanding * Considers customer feedback and anticipates future customer requirements |
| Behaviours   * [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications | * Clean and current driving licence |
| Other Requirements   * Ability to work outside in all weathers and walk long distances. * Ability to work in a manual environment with significant manual handling responsibilities. * Willing to work outside of normal working hours reflecting the requirements of the Service. * Ability to focus on the role for significant periods of time maintaining health and safety compliance throughout |  |

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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching. * As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. |

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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.