

Hertfordshire County Council Job Outline



JOB TITLE: Recycling Centre Operative
GRADE: Career Grade H1-H2
REPORTS TO: Recycling Centre Site Manager
TEAM: Waste Management
DEPARTMENT: Environment & Infrastructure

Purpose of the Job

To help service users dispose of their waste correctly at the Recycling Centre.

Main Areas of Responsibility

For all grades:

- Greet service users when they come to sites
- Show and help service users put their waste in the correct areas as appropriate.
- Check permits for vans and trailers and check for certain types of waste.
- Ensure that the waste streams do not get mixed up.
- Maintain a clean and tidy work environment.
- Look for ways to improve customer service and recycling rates.
- Make sure that the Recycling Centre Site Manager is aware of anything that may cause the site to not work properly.
- Wear body worn cameras and use them in accordance with specific guidance and procedures.
- Talking with ease with customers and provide advice and information in accurate spoken English is essential for the post.
- Write accurate information into paperwork or key it into computerised sheets or smartphones/tablets as appropriate.
- Follow all Health and Safety instructions and ensure service users do so as well.
- Make sure you follow COSHH (guidance and instructions on how to handle and use cleaning fluids and chemicals) and other legal requirements as instructed.
- Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
- Adherence to all relevant Council policies including but not limited to, Alcohol and Drugs policy, the Removal of Items from site policy.

Roles at the higher career grade bands are subject to jobs/work being available, experience, performance, qualifications and increased accountability (including below examples) gained whilst in HCC's employment.

- Ensure the qualifications, experience and relevant licences/certificates to operate the relevant machinery/weighbridges.
- Driving and operating a range of site vehicles in a safe and responsible manner at all times and showing due consideration of other site users.
- Carry out routine maintenance of the plant and weighbridges.
- Have trained as a fire marshal or first aider.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on HertsDirect, on the internal intranet 'Compass' or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Good communication and customer service skills
- Ability to work effectively in a team and on your own
- Ability to remain calm under pressure
- Ability to work safely and follow procedures
- Understand the Recycling Centre Service
- Maintaining a high level of service in all weather conditions
- Experience of working under prolonged periods of sustained physical effort