

Job Description & Person Specification



Job Title	Waste Operative
Division/Location	West Northamptonshire Norse
Reporting to	Waste Supervisor
Weekly Hours	40
Grade/Salary	£21,673.60

Job Description	
The Role:	
Load refuse, recycling and garden waste onto the collection vehicle whilst taking care for Health and Safety and customer care. Ensure all areas on West Northamptonshire Norse waste collection rounds are left hygienic, clean and presentable on a daily basis.	
Main Responsibilities:	
<ul style="list-style-type: none"> • Handling containers (mainly wheeled bins/plastic sacks and boxes) and loading refuse/green waste/recycling into the collection vehicle. • Operating the bin-lift mechanism. • Following appropriate procedures for the health and safety of the refuse crew and members of the public. • Removing any litter/waste that is dropped during the rounds as well as ensure that all areas are left in a clean and presentable state in accordance with Council and Norse policy and relevant legislation. • Assisting the driver when manoeuvring and reversing the vehicle. • Responding politely to queries from members of the public. • Reporting accidents and incidents as required. • Maintaining records as required. • Ensuring that all work is carried out in a safe and proper manner. 	
Other Duties	
The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:	
<ul style="list-style-type: none"> • Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required. • Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards. • Demonstrating personal commitment to the Norse Way CSR Strategy. 	

Approval/Review Date			
Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Knowledge of Health & Safety at work requirements.	Essential	AF/I
	Knowledge of Refuse and Cleansing Operational Services.	Essential	AF/I
	Knowledge of Quality & Environmental Management Systems.	Desirable	AF/I
	NVQ Level 2 in Waste Management, or equivalent training.	Desirable	AF/I
Experience	Previous experience of delivering Refuse and Cleansing Services.	Essential	AF/I
	Experience in a customer facing role.	Desirable	AF/I
Skills/Abilities	Able to effectively communicate with a variety of clients & customers.	Essential	AF/I
	Excellent time management skills, capable of meeting deadlines.	Essential	AF/I
	Ability to follow written and verbal instructions.	Essential	AF/I
	Capable of delivering an excellent customer service.	Essential	AF/I
Other Requirements			

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

Approval/Review Date			
Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	