

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	HGV / Charge Hand Driver	<b>Grade:</b>	Scale 6
<b>Reports to (Designation):</b>	Environmental Waste Manager	<b>Grade:</b>	PO2
<b>Directorate:</b>	Place	<b>Department:</b>	Street Environment Services

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#### **Main Purpose of the job:**

The post holder shall be required to drive any vehicles within the license group subject to having been suitably trained for the particular vehicle allocated and associated tasks and/or operate waste, cleansing and winter maintenance tasks. The post holder will also be the Charge Hand of their operation and act as first line of supervision and monitoring including reporting inappropriate behavior and any performance issues etc. of crew members within your group.

The post holder will work as an individual or as part of a team to provide a high-quality customer focused Environmental Service including all types of waste collection and street cleansing. There is a requirement to provide specialist professional Large Goods Vehicle driving skills and/or to be responsible for other team members.

The post holder is required to fully cooperate with the ongoing service transformation.

Taking responsibility for the safe and efficient operation of equipment to ensure that financial costs and environmental burdens are minimized.

Advising and encouraging the public in respect to environmental objectives, resolving day-to-day issues creatively and sensitively and acting as a good ambassador of the Council on the frontline service.

Be able to demonstrate personal commitment to the maintenance of high levels of customer satisfaction with the service.

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#### **Summary of Responsibilities and Personal Duties:**

1. To work on the basis of fair pay for a fair day's work. In accordance with the Council's Fairer Lewisham Policy all Staff shall be paid a minimum of the London Living Wage and staff will support apprenticeship schemes for local people and to promote and develop careers.
2. To deliver a recycling ,waste and cleansing service focused within village areas or to operate borough wide services.
3. To deliver commercial waste services inside and outside of the borough as required and tip at locations outside of Lewisham as required.
4. To carry out general and specialist cleansing and waste duties as directed by the manager.
5. To assist in the implementation of productivity increases to bring the operation in line with industry productivity norms. To co-operate with the design and implementation of changes to services or methods of working to meet changes in customer requirements or to improve efficiency or reduce cost or environmental burdens. In order for a full service to be delivered as operationally efficient as possible

there may be a need to change some start and finish times. If this is the case consultation with the individual and their Trades Union representative will commence before implementation.

6. To take responsibility for full completion of rounds, allocated work and missed collections, to be responsible for clearing all waste daily/weekly, this includes when the services encounter vehicle or resource issues. To give full cooperation in the implementation and operation of the latest information and communication technology which will be designed to enhance efficiency, safety and rapid communication. This may include but not limited to live GPS tracking of all operations, in-cab and handheld devices, 360 degree cameras on all vehicles, on-board weighing, RFID chips, systems to improve fuel economy and routing software.
7. To give total commitment to developing and maintaining an excellent health and safety culture within the organisation and a high level of awareness amongst all staff working together towards zero accidents and work-related ill health. To supervise the team's day to day activities to ensure health and safety compliance, you are required to ensure the teams are working to safe working practices. To report any potentially dangerous hazards or occurrences identified during the working day to your manager.
8. To ensure high levels of service, staff will be flexible in being asked to work Public Holidays excluding Christmas Day and there will need to be staff on standby to deal with emergencies. This will not prevent individual staff members from not working on any particular public holiday, provided adequate cover is available to meet the needs of the service on that day.
9. To work overtime as requested and after Public Holidays or other disruptions to the normal service as required.
10. To support ways of working to improve recycling, waste, including recording and reporting waste collection problems such as contamination or incorrectly stored waste through the established reporting system. Also to record and report properties where there is a potential for waste reduction and increased recycling, provide feedback on important service information to management that affects the operation of the service, to undertake data recording/inputting for service improvements and/or changes.
11. To drive/operate a range of specialist large goods vehicles/specialist RCV plant and machinery ensuring that techniques promote safe operation and minimise maintenance cost and fuel usage. To be responsible for correct parking of any vehicle as in accordance with department procedures.
12. To undertake the appropriate safety checks and vehicle inspections as required and maintain vehicles, RCV plant and equipment in a clean and safe condition.
13. To operate within EU Drivers hours and 'O' license compliance, to upload your digital tacho card at least every 14 days at an on-site tacho upload station and to follow council process to ensure compliance.
14. To undertake the safe collection of all types of waste streams; work individually or as part of a team and ensure that segregated waste streams are not obviously contaminated with non-conforming material or waste, clear or report of fly tips and other environmental issues.
15. To take care in undertaking duties not to cause damage to Council or third party vehicles, RCV plant, equipment, property etc and where damage is caused to report any incident to your Manager at the earliest opportunity.
16. To ensure that all staff wear the correct uniform and personal protective equipment appropriate for the task while on duty and that it is in a clean and safe condition.
17. To monitor the quality of the service delivery to ensure it meets the service specification and procedures and to ensure consistent high standard. To work with managers to raise service standards and seek service excellence across all services and to ensure that service is integrated at point of delivery. To take accountability for service enquiries/complaints.
18. To work flexibly and undertake a range of Public Realm duties as required, including undertaking refuse, recycling and street cleansing duties as required to ensure effective and efficient service delivery, this includes Winter Service duties if your particular service is suspended due to adverse weather conditions.

To work to an agreed winter service plan when you will be expected to work for reasonable periods of time in winter conditions. You will be provided with the appropriate warm PPE for working in cold weather conditions.

19. To liaise with the public and be an ambassador on behalf of the Council and the Environment & Regeneration Department, this would include reporting of environmental issues such as fly tips, commercial waste abuse etc, responding positively and sensitively to customer enquiries or complaints as they arise and where necessary reporting and making recommendations to the Manager.
20. To ensure all complaints, missed collections are rectified promptly within specified timescales by directing your team accordingly and to accept appropriate instructions from managers.
21. To record and report Public Realm defects, potential offences including identifying commercial waste abuse and problems through the established reporting system.
22. To be responsible for the keys of gates and doors required to give access to waste storage, other areas and estates to ensure premises are left secure. To ensure that Assisted Collections are undertaken as required and that any specific collection requirements are identified and complied with in accordance with the agreed protocol for assisted collections.
23. Assist new staff with the Induction and monitoring of the task in terms of safe working practices, customer service and service requirements.
24. Provide high quality services with enthusiasm and passion to help to improve customer satisfaction.
25. To achieve a nationally recognised qualification in waste or cleansing. (NVQ or similar)

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title:	Grade	No of posts
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Number of partially managed staff:

Title:	Grade	No of posts
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## PERSON SPECIFICATION

**JOB TITLE:** HGV / Charge Hand Driver

**DEPARTMENT:** Street Environment Services

**GRADE:** Scale 6

### **Note to Candidates**

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

<b>Equality &amp; Diversity</b>	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	<b>S</b>
Understanding of how equality and diversity relate to this post	<b>S</b>
<b>Knowledge</b>	
Environmental Protection Act	<b>S</b>
Working knowledge of Health and Safety Regulations	<b>S</b>
Understanding of safe working practices within the provision of the service.	<b>S</b>
<b>Aptitude</b>	
To have the ability to provide detailed verbal and written reports.	<b>S</b>
To be able to work as part of a team or own initiative.	
To have the ability to adopt safe working practices	
<b>Skills</b>	
<b>Skills can only be used as shortlisting criteria if the skill is to be tested</b>	
Ability to use computer terminals (including handheld terminals)	<b>S</b>
Ability to achieve a nationally recognised qualification, in either cleansing, waste management. (NVQ Level 2 or similar)	
<b>Experience</b>	
Be competent in the operation of an extensive range of vehicles and equipment after training if necessary.	<b>S</b>
Be competent in the operation of in-cab technology and mobile devices/software and communications equipment whether within the vehicle or handheld.	<b>S</b>
<b>General Education</b>	
Hold and maintain a valid driver's Certificate of Professional Competence and undertake regular training as required.	<b>S</b>

To be in possession of a full current driving license and digital tacho card. To accept responsibility for the use and condition of the vehicles used by the depot and take responsibility for completion of the vehicle logs and servicing requirements.	<b>S</b>
Hold a valid Class CE driving license (Large Goods Vehicles)	<b>S</b>
Undertake First Aid, Manual Handling and other relevant training	
<b>Personal Qualities</b>	
Take pride in work and apply customer care behaviour in all aspects of the working day	
<b>Circumstances</b>	
Able to work anywhere in the borough	
Must be prepared to work flexibility on a 35-hour weekly basis between Monday and Sunday	<b>S</b>
Willing to work outside in all weathers providing it is deemed safe to do so and the appropriate PPE is provided.	<b>S</b>
Willing to work evenings, weekends and occasional overtime as required to meet service requirements.	<b>S</b>
<b>Physical</b>	
Generally, candidates must meet the standard Lewisham requirements for the post	

**DBS Disclosure Required**    **Basic**     **Standard**     **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)