

HWRC Operative
Post reference OPS/FLW/03-61

Grade: Foundation Living Wage

Location: HWRCs

Staff Responsibility: No

Qualifications: The post holder will be required to demonstrate the capability to gain relevant certificates of basic competence for the delivery of site operations including, for example, first aid and the use of mechanical plant.

Essential requirements:

- The ability to follow instructions.
- The ability to communicate accurately and professionally with customers.
- The ability to operate basic mobile or mechanical plant.
- A commitment to provide high levels of customer service.
- A commitment to health and safety.

Role Context Information:

The HWRC Operative will report directly to the Assistant Operations Manager but will take day to day direction and instruction from the Site Supervisor and Operations Supervisor(s).

Post holders will carry out a range of tasks in relation to HWRC operations. HWRC Operatives will be expected to follow a range of working procedures and use relevant tools and equipment.

The role will involve comprehensive interaction with customers and the HWRC operatives must have good communications skills, the ability to deliver high levels of customer service and a desire to represent the council in a friendly and personable manner.

HWRC operatives are required to actively assist customers with their waste which may involve helping them to lift heavy items into containers or carrying waste items up and down steps. The role is carried out almost entirely outdoors.

Committed to the recycling and re-use of waste the HWRC Operative will actively separate waste items for recycling and re-use.

Typical duties will include the following:

- Following routine daily instructions to deliver expectations for service standards and performance.
- Meeting and greeting customers and providing advice on use of the facility and where to deposit waste items.
- Assisting customers with depositing their waste.
- Maximising the amount of waste that is separated for re-use or recycling by separating/retrieving re-useable or recyclable waste and encouraging customers to separate their waste and use the correct containers.
- Providing customers with information about re-use and recycling including details of what happens to the materials collected at the HWRC.
- Implementing council HWRC policies through direct engagement with customers, including potentially dealing with difficult situations or customers.
- Processing payments or charges for delivery of specific wastes.
- Conducting practical activities to contribute to the upkeep and appearance of the HWRC, including site maintenance activities and ensuring that all working areas are kept tidy and compliant with quality, environmental and health & safety standards;
- Operating specialist mechanical plant and compaction equipment.
- Assisting in the running of re-use shops and other re-use activities.
- Supporting the Site Supervisor in the delivery of aspects of his or her role that are commensurate to the grade of the post, routinely in their absence.

Additional requirements:

- The post holder will be required to work on Bank Holidays as standard or in rota irrespective of whether the Bank Holidays fall on their normal working day.
- The post holder will be required to undertake basic competency qualifications.
- The post holder will be required to be trained in the operation of any mobile or mechanical plant associated with the role and operate that plant as a daily duty.
- The post holder will be required to work at other operational facilities within a reasonable distance of their specified facility as required. In this event expenses will be paid for travel (where applicable) if the post holder provides their own transport. If not, the post holder may be required to take public transport during their normal working hours or transport may be arranged to transfer them to an alternative facility.

Other:

Lancashire County Council as an equal opportunities employer intends that no job applicant or employee will receive less favorable treatment because of their age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, sex, sexual orientation, race, religion or belief unless this can be objectively justified.

Lancashire County Council has agreed a Code of Conduct and Statement of Ethical Standards that outline the behavioral and ethical standards that must be upheld by its employees and casual workers. If you are appointed, you will be required to accept these provisions on appointment.

Lancashire County Council

Grade Profile

Foundation Living Wage

Purpose
To carry out a number of tasks in support of, or the delivery of, a specific area of the service.
Scope of Work
Role holders will undertake a number of routine procedures and use tools and equipment required for the role. Some personal initiative may be required.
Accountabilities/Responsibilities
<ul style="list-style-type: none">• Observe personal duty of care in relation to colleagues, customers, equipment and resources used in the course of the role.• Follow prescribed practices and procedures, to undertake the role and solve simple problems.• Determine the sequence and timing of own job and/or that of others, in line with prescribed practices and procedures.• Interaction with customers and provision of good levels of customer service.• Liaise with and assist colleagues and visitors, such as staff, customers and contractors.
Skills, Knowledge and Experience
Role holders will either need previous relevant experience or specific training in the job tasks.
Performance Indicators
Completion of tasks to required standards, practices, procedures and deadlines.

**Lancashire County Council
Person Specification
Foundation Living Wage**

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Role holders will either need previous relevant experience or specific training in the job tasks.	E	A/I
Experience:		
Role holders will either need previous relevant experience or specific training in the job tasks.	E	A/I
Knowledge and Skills:		
Role holders may be required to determine the sequence and timing of own job or that of others.	E	A/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	A/I
2. Commitment to health and safety	E	A/I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	A/I