



**SUPPORTING INFORMATION FOR THE POST
OF REFUSE DRIVER**

May 2020

WASTE AND STREET SCENE

METHERINGHAM

REFUSE DRIVER

Permanent

£21,589 to £22,911 per annum plus O/T

The Council is looking to recruit a Driver for the refuse collection service. If you hold a current LGV Category C Licence along with a valid CPC entitlement and would like to be part of a high performing Council team, then this job is for you.

You should enjoy working in an outdoor environment, being part of a team and be reliable. In exchange we offer benefits, which include:

- 25 days paid holiday (30 after five years' service)
- A basic 37 hour working week (plus overtime as and when required)
- Paid sick leave
- Driver CPC training
- Protective clothing and uniform
- Plus the opportunity to join the Council's contributory pension scheme.

For further information regarding this job we encourage you to refer to our website www.n-kesteven.gov.uk.

The closing date for all applications is 25 May 2020.

Interview date to be confirmed and interview held at the Metherringham Depot.

Dear Applicant,

Vacant Post: Refuse Driver, Waste and Street Scene

Thank you for your interest in the above post.

I enclose an application pack, which includes: application form, generic role profile, job overview and main terms and conditions.

Please ensure that you complete all sections of the application form fully. CVs are not accepted. When filling in your application form, please study the job overview carefully. If you do not demonstrate on the form that you fulfil the criteria for the position, you are unlikely to be successful in your application.

The closing date for all applications is 25 May 2020

Interview date to be confirmed.

Yours faithfully,

Stephanie Bond
HR Business Partner

POST TITLE:**Technical & Service Delivery B1 – Generic Role Profile****JOB PURPOSE:**

To apply technical skills and knowledge across the service ensuring a high standard of customer service and to support the delivery of the NK Plan

PRINCIPAL DUTIES & RESPONSIBILITIES:

- ☐ To provide a service-specific advice and support to colleagues and customers
- ☐ To provide instruction and guidance to colleagues as required
- ☐ Follow established procedures to ensure adequate resources are available to meet the needs of the service as appropriate
- ☐ Respond and resolve enquiries or problems, judging when to pass more difficult problems on to more senior officers
- ☐ Provide assistance in rectifying service-specific problems, liaising with other teams and/or partners as appropriate
- ☐ Contribute to the development of improved methods/techniques/equipment and/or systems
- ☐ Undertake routine financial and data processing, including raising orders and requisitions, checking and maintaining stock in accordance with approved relevant procedures, ensuring security is maintained
- ☐ Collate, record, store and retrieve information including confidential and sensitive information
- ☐ Work with line manager to plan and prioritise own workload to ensure operational efficiency, responding to new demands
- ☐ Receive and respond to general enquiries from customers (external and/or internal), referring requests outside of one's own knowledge base/responsibility to the appropriate person/area in order to provide an efficient and effective service
- ☐ Monitor and maintain a safe working environment for self and others
- ☐ Promote a positive image of the service area and the Council as a whole
- ☐ Ensure effective communication with Councillors and team members at all levels
- ☐ To lead by example by embracing and living the organisation's values and behaviours
- ☐ To undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder

KNOWLEDGE, SKILLS & EXPERIENCE

- ☐ Either academic or vocational qualifications

Or

- ☐ Equivalent work experience in a comparable setting
- ☐ Numeracy, literacy and IT skills as appropriate
- ☐ Working knowledge of relevant systems/equipment/processes
- ☐ Initiative and judgement to resolve problems independently
- ☐ Ability to communicate clearly through multiple channels
- ☐ Understanding of relevant legislation, policies and procedures
- ☐ Ability to assess data and information and to identify problems
- ☐ Skills in influencing colleagues, customers and partners

OUR COMMITMENT:

NKDC is a people-focussed, honest and high-performing organisation, which utilises teamwork to deliver a professional service to our customers and partners and in making positive contributions in support of a District of Flourishing Communities.

All our employees are supported to manage their workload, take responsibility, be proactive about their own development, to work effectively with others, and to meet our customers' needs; and where relevant are supported to be effective managers and leaders. We expect all employees and volunteers to comply with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1974, the Council's Health and Safety Policy, and any specific Council policies as appropriate to their role.

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all employees and volunteers to share this commitment. All employees who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

MANDATORY JOB REQUIREMENTS:

- **Valid Category C Licence**
- **Valid Driver CPC Entitlement**

Job Overview

Knowledge	The jobholder needs knowledge of the Organisation's relevant procedures or practices plus additional technical knowledge in order to do this job. He/she also needs a detailed understanding of the relevant legislation related to his/her area of work and an outline understanding of the underlying concepts and principles of the specialist area within which this job operates. He/she requires detailed knowledge of all the policies covering his/her technical or specialist area of responsibility. He/she also needs outline knowledge of the policies or procedures relating to one other technical or specialist area.
Mental Skills	The jobholder is regularly faced with problems or situations which he/she must resolve personally, usually done by applying existing rules, procedures or instructions. The nature or scope of some of these problems will not be apparent on first inspection and will require the jobholder to assess the situation first.
Interpersonal and Communication Skills	The jobholder is regularly required to motivate and/or train other members of staff using his/her leadership skills. Advisory, guiding, negotiating and/or persuasive skills are required regularly.
Physical Skills	The ability to drive (as part of the job role) a large van, truck or refuse vehicle is a requirement of the job. Manoeuvring this vehicle into, within and out of severely restricted spaces is an integral part of the job.
Initiative and Independence	The jobholder's activities are undertaken in accordance with policies and procedures laid down by others, and the jobholder normally works from instructions or predetermined schedules which define how all the main task(s) are to be carried out. These instructions do not actually define the task(s) in detail and the jobholder is expected to deal with any unexpected problems or situations which arise. He/she is free to decide the order in which the job's various tasks will be carried out.
Physical Demands	This job requires the jobholder to work in a constrained position for a very large proportion of the total working time. Pushing/pulling is also needed with a high level of effort for a large proportion of the total working time.
Mental Demands	General mental attention is sufficient to ensure that the tasks and duties of this job are carried out correctly. There is a need for concentrated sensory attention by the jobholder for lengthy periods and this is required at least twice a day. Working to deadlines is a feature of this job, requiring the jobholder and/or his/her team to

complete a task or series of tasks by a pre-set time. He/she is regularly subject to conflicting demands, with more than one person requiring a service or assistance simultaneously, and he/she is sometimes forced to address the new demand immediately, before completing the current task.

Emotional Demands	The job involves direct personal involvement with people whose personal circumstances or behaviour could cause the jobholder emotional stress or upset. These are mainly users of the Organisation's services but the level of emotional demand is not "significant" when compared with that experienced by some other employees. This emotional demand is an integral feature of the job occurring relatively often.
Responsibility for People - Well-Being	The jobholder has an impact on the well-being of individual, or groups of, people by the personal provision of a service direct to those who are receiving it.
Responsibility for Supervision, Direction, Co-Ordination of Employees	The jobholder is required to supervise or manage Organisation employees, or other people in an equivalent position. He/she also has to allocate work to other employees and this is an on-going responsibility of the job.
Responsibility for Financial Resources	The job involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.
Responsibility for Physical and Information Resources	The jobholder's main responsibility for physical resources is for equipment and/or tools which he/she has to both use and maintain. Some of the equipment used is very expensive. He/she is also required to maintain this or other equipment. The jobholder also has a responsibility for buildings, premises and/or external locations, specifically their security, and he/she is a nominated keyholder.
Working Conditions	The jobholder regularly works outdoors and is usually exposed to the weather when doing so. This exposure occurs for a moderate proportion of the overall working time. The job also involves regular exposure to very disagreeable, unpleasant or hazardous situations for a small proportion of the total working time. Serious verbal abuse, aggression or other anti-social behaviour from members of the public is an unavoidable, but occasional, feature of this job.

MAIN TERMS AND CONDITIONS

Post of: Refuse Driver

A copy of the job description is attached

Salary

Grade 3/B1 £21,589 to £22,911. The successful candidate will be placed within the grade subject to qualifications and experience.

Hours of work

The hours worked are an average of 37 per week. You will be required to start work at 7.15 am Monday – Friday. You shall be required to work overtime when collections are changed due to Bank Holidays.

Holidays

The annual holiday entitlement is 25 days (30 days after 5 years' service in local government) plus 8 Bank and Public days.

Sickness

Subject to certain qualifying criteria, you will receive your normal pay when you are off sick.

Pension

You will be auto enrolled into the Council's occupational pension scheme

Protective Clothing

You will receive appropriate protective clothing to undertake your duties.

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