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| JOB DESCRIPTION | |
| **JOB TITLE**: Household Waste Recycling Centre (HWRC) Operative | |
| **LINE MANAGER**: HWRC Supervisor | |
| **1.** | **MAIN PURPOSE OF JOB**  Work as part of a team to run the Household Waste Recycling Centres (HWRCs) safely, effectively and with a strong focus on customer service.  To maximise the quality and amount of materials separated for recycling.  Plan and organise the activities on site(s), acting as the main point of contact for the sites(s) and where required deputising for Area Supervisor. |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
| **i** | Assist members of the public with using the site, separating waste, helping to carry (safely) items. Acting in a courteous manner. |
| **ii.** | Encourage high standards of health and safety practice, discipline and customer standards |
| **iii** | Adhere to and ensure all site inspections and checks as per the operating procedures are followed on site (daily, weekly, monthly, annual checks). |
| **iv.** | Ensure the site is maintained to a high standard of cleanliness, and health and safety practice. |
| **v.** | Forward plan and liaise with transport to ensure that the site is serviced as required to keep it operational during opening hours. |
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| **vii.** | Operate, where relevant training is held, equipment safely and within the Company’s safe operating procedures. |
| **viii.** | Be alert to safety of members of the public, contractors and work colleagues. When / where appropriate draw their attention to potential risks. |
| **ix.** | Ensure and monitor that all waste movements off the sites are recorded via the correct reporting sheet and procedure. |
| **x.** | Deal with traders on the sites, advising and taking payment where required.  Report instances where the depositing of waste appears to be unauthorised. |
| **xi.** | Report accidents, using the appropriate paperwork and procedure, Report instances where there is a ‘near miss’, using the Companies Safety Observation process. |
| **xii** | Wear the correct PPE for your activities at all times. |
| **xiii** | Maintain a safe, clean and healthy environment to work in, including site office and toilets. |
| **xiv** | Assist and support other HWRC sites where required, supporting HWRC Operatives and the Area Supervisor |
| **xv.** | Report any defective equipment to HWRC Team Leader/Supervisor |
| **xvi** | Comply with company rules and the code of conduct |
| **xvii** | Undertake any other reasonable requests relating to your work. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE** |
| **Direct Reports:** None  **Indirect Reports:** None |
| **4.** | CONTACTS & RELATIONSHIPS **Internal:**  The post holder will have regular contact with other employees at all levels across the business. Contact will be in formal and informal situations.  The post holder will need to develop excellent relationships with other HWRC Operatives, HWRC Supervisors, Transport team, and other employees across the business.  **External:**  The post holder will have regular (daily) contact with customers (members of the public) and contractors using and serving the sites. They must be very customer focussed.  The post holder will have regular contact with Yorwaste clients (NYCC and CYC). |
| **5.** | QUALIFICATIONS No Formal qualifications required. A willingness to undertake any qualifications to benefit the work within this role and the company.  **Desirable**  First Aid trained, if not will be provided with training to become a First Aider.  Fire Marshall, if not will be provided within training to become a Fire Marshall. |
| **6.** | EXPERIENCE **Essential**  Experience as a HWRC Operative  Experience of working within a multifunctional operational team  Experience working within a customer focussed service |
| **7.** | **KNOWLEDGE & SKILLS**  **Knowledge**   * Knowledge and good understanding of Health and Safety working requirements, Company procedures and statuary requirements * Knowledge and good understanding of Yorsafety basic standards * Knowledge and good understanding of operational requirements at HWRCs * Good understanding the need to recycle, how to recycle and how to get the best quality of recyclable materials   **Skills**   * Excellent communication skills * Being able to work well within a multifunctional operational team * Being able to work under pressure and being self-motivated, and being able to motivate other members of staff. |