

# Job Description & Person Specification



<b>Job Title</b>	Deputy Lead Recycling Advisor – HWRC
<b>Division/Location</b>	NEWS
<b>Reporting to</b>	Supervisor - HWRC
<b>Weekly Hours</b>	
<b>Grade/Salary</b>	£21,523.80 - Grade D

## Job Description

### The Role:

Provide efficient, competent, front line leadership in managing the performance on one of our Household Waste Recycling Centres and to deliver the best client & customer service safely and efficiently.

### Main Responsibilities

- Overview the operation of the site to ensure that an efficient waste recycling service is provided. Priorities the activities of colleagues. Ensure that breaks are staggered so that team members are available at all times during site opening hours. Keep the Supervisor aware of any issues, which may arise. Help ensure that site targets are met.
- Be qualified or working towards to be able to provide TCM cover to the HWRC's, to ensure all site activities fall within what is allowed via the sites permits, they must also submit a weekly TCM report to their supervisor for each site they attend.
- Ensure that members of the general public are treated in a helpful and courteous manner. Support colleagues where any difficulties arise. In particular where the depositing of waste appears to be in contravention of the site license or Norfolk County Council waste restrictions. Make sure that such events are recorded and reported.
- Provide advice and guidance to colleagues as necessary. Carry out site inductions and on the job instruction for new employees. Conduct toolbox talks and briefings. Report any instances of unacceptable behaviour or poor performance to the Supervisor.
- Agree dates when holidays may be taken (14 days' notice required). Prepare shift Rota's and ensure that the site operates with the agreed levels of manning. Prepare time sheets for approval by the Supervisor.
- Ensure that the correct PPE is worn at all times and that equipment is operated in a safe manner. Be alert to the safety of members of the general public, contractors and work colleagues. Where appropriate draw their attention to potential risks. Report any accidents or instances where there is a "near miss" Deal with and report any accidents/near misses and complete accident/incident investigation forms...
- Ensure that the correct procedures for handling and storing materials that are hazardous or detrimental to the environment are followed. Seek advice if unsure what to do. Ensure that the correct procedures for any spillage are followed and that the incident is reported. Help avoid penalties or prosecution from the Environmental Agency for non-conformance and defaults.
- Ensure that the site and the approaches are kept tidy and free of litter or debris. Help ensure the standards required by the client are met and that penalties for non-conformance are avoided.

<b>Approval/Review Date</b>			
Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	

- Help maximize the level of waste that is recycled. Put forward any suggestions for improvement by members of the team to the Supervisor.
- Help ensure that all Company rules, operating procedures and the employee Code of Conduct are followed.
- Report when containers are full or when they are likely to be full so that replacements can be delivered in a timely manner. Complete records required on the amount of waste received and dispatched. Ensure that subcontractors complete the necessary paperwork to remove materials from site.
- Report any damage or defects in facilities or equipment. Advise when consumable materials need to be replenished.
- Ensure that site records are completed and administered correctly (Daily/End of day Inspections, First Aid Checklist etc.). Provide reports as required.
- Ensure all members of staff are aware of and have access to everything they require to run the site compliantly in your absence i.e. daily and end of day logs, WTN, Receipt books, Gatehouse, and emails.
- Ensure all staff aware and fully understand the site EMS files, Risk Assessments, Method statements etc.
- All Deputy Lead Advisors are expected to be available for all training offered to for fill their job role. (At times may include travelling and overnight stays)
- Ensure the Re-use Shop is kept clean, tidy and well stocked at all times. Every item is priced fairly, ensure no prohibited items are for sale (a list will be provided). Ensure that receipts are issued for the sale of re-use items and compost or where there is a charge for depositing waste e.g. the level of DIY items. Ensure that the cash received is correctly recorded and deposited in the appropriate place for safekeeping

**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.

**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.

<b>Person Specification</b>			
<b>Category</b>	<b>Requirement</b>	<b>Essential or Desirable</b>	<b>Assessment Method</b> Application Form (AF) Interview (I) Test(T)

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Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	

<b>Qualifications/ Knowledge/ Training</b>	WAMITAB Operator Competence (Level 4 CoTC), or willing to work towards and attain	Essential	AF
	First Aid Qualified	Essential	AF
<b>Experience</b>	Previous experience within the waste industry or a similar role	Essential	AF/I
	Proven experience working in a team leader, management or supervisory role	Desirable	AF/I
<b>Skills/Abilities</b>	Good communication skills, written and verbal	Essential	I
	Ability to meet SLA's and targets in a service driven environment	Essential	I
	Able to work to your own initiative as an individual and within a team	Essential	I
	Ability to coach staff for development purposes	Essential	I
<b>Other Requirements</b>	Full UK Driving Licence	Essential	AF

### General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

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.

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.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

### Agreement

Employee Name:

Date:

Employee Signature:

### Approval/Review Date

Approved by Operations Director:

Date  
:

Approved by HR Director:

Date  
:

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