

# Hertfordshire County Council

## Job Outline



**JOB TITLE:** Flexi Recycling Centre Site Manager

**GRADE:** Career Grade H4-H5

**REPORTS TO:** Recycling Centre Supervisor

**TEAM:** Waste Management

**DEPARTMENT:** Environment & Infrastructure

### **Purpose of the Job**

To help service users dispose of their waste correctly at the Recycling Centre and to be the lead responsible operative on site.

### **Main Areas of Responsibility**

#### **For all grades:**

- Act as the lead responsible operative on site.
- Responsible for the safe opening and closing of site.
- Greet service users when they come to site, assess if there is waste that the site should not accept and advise them on maximising recycling.
- Show and help service users put their waste in the correct areas as appropriate.
- If payment is required, then take payment using a customer's card.
- Check permits for vans and trailers and check for certain types of waste.
- Make sure that the waste streams do not get mixed up or contaminated.
- Be the person that service users complain to if the Recycling Centre Operative cannot resolve the problem.
- Maintain a clean and tidy work environment at all times, including the offices and welfare facilities.
- Follow all Health and Safety instructions and ensure service users do so as well.
- Look for ways to improve customer service and recycling rates.
- Ensure that services are delivered to the benefit of the people of Hertfordshire and that activities at the Recycling Centres are undertaken in the most efficient and effective manner possible.
- Wear body worn cameras and use them in accordance with specific guidance and procedures.
- Talking with ease with customers and provide advice and information in accurate spoken English is essential for the post.
- Write accurate information into paperwork or key it into computerised sheets.
- Follow all Health and Safety instructions and ensure service users do as well.
- Make sure you follow COSSH (guidance and instructions on how to handle and use cleaning fluids and chemicals) and other legal requirements as instructed.
- Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
- Adherence to all relevant Council policies including but not limited to, Alcohol and Drugs policy, the Removal of Items from site policy,

- Obtain the qualifications, experience and relevant licences/certificates to operate the relevant machinery/weighbridges.
- Driving and operating a range of site vehicles in a safe and responsible manner at all times and showing due consideration of other site users.
- Carry out routine maintenance of the plant and weighbridges.
- Have trained as a fire marshal or first aider.

**Roles at the higher career grade bands are subject to jobs/work being available, experience, performance, qualifications and increased accountability (including below examples) gained whilst in HCC's employment.**

- Take on a mentoring and training role of Recycling Centre Operatives and other Recycling Centre Managers.
- Have qualifications, or be working towards relevant qualifications, for example, COTC.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

### **Equality and Diversity**

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on HertsDirect, on the internal intranet 'Compass' or from your line manager.

### **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

### **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

- Good communication and customer service skills
- Ability to work effectively in a team and on your own
- Ability to remain calm under pressure
- Working knowledge of waste and recycling streams
- Ability to work safely and follow procedures
- Ability to lead a group and take responsibility
- Maintaining a high level of service in all weather conditions
- Experience of working under prolonged periods of sustained physical effort
- Ability to drive and hold a full UK driving license

