HWRC Operative

Grade:	**Grade 4**
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 Site Manager but will take day to day direction and instruction from the Site Supervisor.

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.
- 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. Valid business insurance must be in place for the vehicle to claim travel expenses. 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 favourable 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 behavioural 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.