Job Summary

Post Title	Driver Team Leader	**Pay Grade**	4
Service Area		**Line Manager**	Operations Supervisor
Location	Pembroke Road		

Section 1: Job Purpose

Responsible for delivering a safe and effective frontline commercial service to customers and the wider community. Effectively leading a crew of loaders, jobholders have a responsibility to continuously improve their working methods in order to increase productivity and improve the customer experience and profitability. The service is highly visible to customers and role holders are expected to act as ambassadors for the Council. Jobholders understand how their work contributes to the wider performance of the Council and customer satisfaction, however direct contact with the customer is incidental to the role. New commercial opportunities identified through contact with customers will be actively pursued.

Jobholders require a thorough understanding of techniques and procedures of a specialised work system, with an emphasis on Health and Safety. Knowledge will include how to use, maintain complex equipment and machinery, referring complex faults for repair as required.

Section 2: Main Responsibilities and Duties

- The role holder will be responsible for the vehicle in their charge, carrying out daily vehicle inspections and maintaining it to ensure it is clean and tidy. The Driver Team Leader will be expected to liaise with the on-site Workshop in regard to the maintenance of their vehicle and ensure that the Council's Health & Safety Regulations are adhered to at all times. This includes ensuring that their team comply with Health and Safety Regulations and Safe Systems of Work, collecting, transporting and disposing of different types of waste safely and efficiently according to operational and legislative specifications.

- The Driver Team Leader will ensure that that the necessary uniform and personal protective equipment and clothing is worn by all members of their team as instructed within the relevant procedures. The role holder will role model a zero tolerance to breaches of health and safety and will ensure that any training and development needs within their team are highlighted as a priority to the Operations Supervisors.

- The Driver Team Leader will maximise the use of resources, co-ordinating the team in the collection and disposal of waste in accordance with the agreed work programmes, operational guidance and contractual terms.

- The role holder will be confident to make reactive decisions whilst delivering the service across their allocated area, to ensure that operational requirements and health and safety standards are not compromised.

- The role holder will be expected to adhere to administrative reporting procedures related to operations including accidents, missed bin locations, side refuse monitoring, incorrect/contaminated recyclables, fly tipping and badly littered sites. This requires the role holder to use in cab terminals and smartphones in addition to producing handwritten paper monitoring sheets.

- The Driver Team Leader will report all information back to the Waste Operations Office to ensure that relevant information is exchanged between front line employees and the support office and enable supervisors to make effective decisions and provide instructions in relation to the delivery of service. This includes reporting new properties weekly, supporting assisted collections and reporting where waste has been unavailable for collection so that appropriate actions can be taken.

- The post holder will be a role model for their crew in terms of representing the council in a positive and professional way and demonstrating the behaviours expected of council employees. The post holder will work closely with the operations management team to ensure that crews carry out their duties in accordance with policies, procedures and behavioural expectations.

Section 3: Values and Behaviours
We expect your values and behaviours to reflect the values of the organisation: **Proud** **Ambitious** **Collaborative** **Trustworthy** (to be expanded) ▪ Ensure that the work and role focus supports the councils vision for the Vale and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart. ▪ Ensure crew members treat each other with respect and dignity at all times. ▪ Jobholders will also be expected to suggest improvements to working methods and spot opportunities for commercial or service development and actively pursue these. ▪ Act in a commercially minded way in accordance with the council's behavioural framework and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable. ▪ Comply with the council's policies, procedures and Governance frameworks including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety. ▪ The service is highly visible to customers and role holders are expected to represent the council in a professional and positive way. ▪ Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership

Person Specification

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: Knowledge, Skills and Experience (taken from role profile)	Job Specific Examples	Essential	Desirable
Current driving licence and safe driving history		✓	
LGV Class C Licence and evidence of significant post qualification driving experience that meets Certificate of Professional competence (CPC) requirement)		✓	
Ability to carry out dry recycling, food recycling and refuse collection duties safely in additional to bin deliveries and clinical waste (if the role holder has a valid and in date ADR licence)		✓	
Ability to communicate effectively and lead a small team with a positive and proactive approach		✓	
Demonstrable ability to be punctual, reliable and work in all weather conditions		✓	
Qualifications		**Essential**	**Desirable**
LGV Class C Licence and evidence of significant post qualification driving experience that meets Certificate of Professional competence (CPC) requirement)		✓	
Other Requirements		**Essential**	**Desirable**
Involves working outside in all weather conditions. Significant health & safety risks.		✓	
Ability to dynamically risk assess.		✓	

Section 5: Job Context, Current Deliverables and Priorities

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.