

Job Description

JOB TITLE:	Waste Services Transport Co-ordinator
GRADE:	H
POST NUMBER:	
DIRECTORATE:	Communities – Public Realm
SERVICE:	Waste Services
RESPONSIBLE TO :	Operations Fleet Compliance Officer
RESPONSIBLE FOR:	n/a
	<p>This post does not require a DBS check</p> <p>This post is not politically restricted</p> <p>A Council-supplied vehicle will be provided where the use of a personal vehicle for work purposes is not possible.</p>
JOB SUMMARY:	<p>The purpose of this role is to support the Transport Compliance Officer and operational managers with the day to day running and management of the waste operational services fleet, ensuring compliance with the Council's Operators Licence conditions.</p> <p>Maintain vehicle and driver related procedures and record keeping including licence compliance checks to ensure the compliant, safe and efficient use of the waste operations fleet.</p> <p>Complete driver assessments of driving ability and behaviour and train new and current council drivers to a corporate standard and on specialist vehicles operated by the service.</p> <p>Maintain fleet availability on a day-to-day basis to meet the needs of the service to deliver to schedule and achieve corporate standards of operational performance.</p>
ROLE REQUIREMENTS:	<i>[The role requirements are the duties and responsibilities that are specific to the job. If a duty is required to be carried out infrequently this should not be recorded as this list is not exhaustive]</i>

1.	Tracking of regular vehicle inspections, maintenance and repair to ensure fleet availability, operational efficiency and waste operations' compliance with the Council's Operators Licence.
2.	In liaison with Fleet Management service, the postholder will be responsible for the management of the fleet of operational vehicles, ensuring that the vehicles are utilised, maintained and used safely.
3.	Managing arrangements for the provision of replacement vehicles for use in liaison with operational managers and drivers to ensure a planned approach is taken to the removal of operational vehicles from front line duties for servicing, inspection or repair.
4.	Ensure the allocation of fleet vehicles is managed to balance usage of vehicles and address excessive use issues.
5.	Auditing of vehicle repair and maintenance records, evaluating the cost-effectiveness of maintenance or repair options and identifying any under-performance, potential safety issues, irregular patterns and mis-use or abuse issues.
6.	Carryout regular inspections of vehicles to identify vehicle damage and ensure regular meetings take place with service managers to discuss vehicle maintenance issues and any driver related issues.
7.	Undertake in cab and classroom training of drivers at all levels from non LGV up to LGV including on specialist equipment, undertaking driver assessments on an annual basis and as required for new starters and agency staff to ensure safe standards of driving.
8.	Investigating accidents and dangerous occurrences and producing written reports, following investigation of incidents, which will include recommendations to management to ensure action is taken to prevent reoccurrences of a known problem or issue.
9.	Check and review vehicle related safety systems and supporting equipment such as on-board cameras, vehicle tracking and data recording to monitor driver and crew performance.
10.	Conduct random checks and regularly audit transport records, including driver logs, driving licences, tachographs, maintenance records and vehicle inspections ensuring full traceability and compliance with statutory requirements and highlighting and dealing with issues of non-compliance.

11.	Maintain a vehicle washing programme.
12.	At the end of each day main shift, review all fleet vehicles for readiness for the following shift or next day's work, carry out checks on vehicle cab cleanliness and check vehicles have been cleaned to correct standard.
13.	Manage existing procurement of fleet related consumables and any requirements for vehicle repairs outside of the corporate contact with our vehicle maintenance provider.
14.	Oversee vehicle preparation for winter maintenance use.
15.	Manage a waste operations parking system for fleet vehicles parking and drivers parking of personal vehicles through the adoption and maintenance of a permit to park arrangement for private vehicles.
CORPORATE RESPONSIBILITIES	
16.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
17.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
18.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
19.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
20.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
21.	Adherence to the Council's commitment to the health, safety and welfare at work policy. Health and safety responsibilities include: <ul style="list-style-type: none">• always ensuring that duties and responsibilities are carried out in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Workforce & Organisational

	Policies and Procedures, the Council's Health & Safety Policy.
22.	Deputising for the Operational Services Fleet Compliance Manager.
PEOPLE	<i>[This should detail those aspects of that require contact and interaction with other individuals, either within the council and/or in outside organisations, and the intended outcome of this]</i>
23.	Communicating with drivers to obtain feedback on vehicle performance and to address their concerns.
24.	Supporting operational managers in managing driver development and improved performance.
25.	Assessing standards and training a workforce of more than 100 drivers to ensure that staff comply with their professional driver responsibilities.
26.	Developing the potential of other staff to become drivers by operating introductory sessions and training programmes.
FINANCE	<i>[This is for roles that have budgetary responsibility, e.g. the requirement of managing budgets, delivery targets and the efficient deployment of resources – delete if not applicable]</i>
27.	In collaboration with the Transport Compliance Manager and Corporate Fleet Manager, track and monitor the inventory and usage of vehicle fuel, parts and supplies to ensure operational and budgetary efficiency.
28.	The post holder will have influence and oversight on minimising costs within the service through the effective management and operation of the fleet.
SERVICE	<i>[This section will include requirements that the job holder may have in respect of quality assurance, continuous improvement, and the efficiency of the service]</i>
29.	Manage, monitor, and improve systems of work, such as defect reports and other fleet related requirements. Ensure compliance
30.	Keep up with advances in vehicle technology, safety, operational and maintenance procedures and use this knowledge to support the service to continually develop and improve.
PERFORMANCE	

31.	<p><i>[This section needs to list the specific targets that are required to be met by the post holder and how these will be achieved]</i></p>
32.	<p>Management and compilation of performance and compliance reports and information data.</p>
33.	<p>Monitoring staff and vehicle related usage and performance and undertaking site visits and inspections using a Council supplied vehicle and ensuring responsibility for the vehicle.</p>

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Given the needs of the operational service postholders must be flexible in their hours of work and at times work at weekends, including on a Sunday, to ensure vehicle availability and to make the necessary arrangements for the fleet requirements on a Monday.

Person Specification

Person Specification for the Post of Waste Services Transport Coordinator		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<p>Strong understanding of UK transport regulations, including driver hours, tachograph requirements, vehicle inspections, and safety standards.</p> <p>Understanding of Waste Operations services and operational fleet availability and servicing requirements.</p> <p>Excellent communication and organisation skills.</p> <p>Be proactive and work on own initiative.</p> <p>Computer / technology literate.</p>	E E E E E	A/I A/I I I A/I
Qualifications & Experience	<p>To either hold or be working towards a Certificate of Professional Competence (CPC) in Road Transport Management to be achieved within one year of taking up the post.</p>	E	A/I

	<p>Hold a valid full LGV driving licence (Category C).</p> <p>To hold a driving assessment qualification (Level 2 award)</p> <p>To hold and Driver Instructor qualification</p> <p>Proven experience in a Transport Compliance or Fleet Management role, preferably within the waste industry.</p> <p>Membership of a relevant professional body, or institute.</p> <p>Experience in interpreting performance data, compiling management assessments and solutions planning.</p> <p>Evidence of successful partnership working to deliver outcomes.</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p>
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<p>Building relationships: Leads and supports positive working relationships across the Council and with partners to optimise outcomes.</p> <p>Shares information and engages with others in a timely way to achieve the best outcomes.</p>	E	I

	<p>Developing networks: Ability to establish, maintains and encourages excellent working relationships via networking across teams, services within the Council and with external partners and stakeholders to achieve best outcomes for the Council.</p> <p>Making it a better place to work: Takes swift action to resolve issues or conflicts, to build a positive team culture in the working environment.</p> <p>Collaborating: Collaborates with and utilises internal and external networks in order to achieve best outcomes for the Council.</p>	E	I
We are OPEN and transparent	<p>Communicating clearly: Ability to present information on complex issues clearly and concisely, both orally and in writing</p> <p>Listening, acting & coaching: Role models and champions a coaching culture across the Council and with partners</p> <p>Managing change: Ability to facilitate, lead and manage appropriate change at a pace required for the further improvement and success of the Council</p> <p>Being approachable: Approachable and actively seeks feedback from others to improve how they do things</p>	E	A/I

<p>We are WILLING to challenge, innovate and be accountable</p>	<p>Being accountable: Takes accountability for delivering clear goals and targets, whilst setting high standards for self and others</p> <p>Learning & challenging: Challenges accepted 'norms' in order to improve the way things are done for areas under their responsibility.</p> <p>Personal development: Creates a culture of learning and personal development of self and others in order to build capacity and manage talent internally.</p> <p>Improvements & innovations: Promotes a culture of innovation and creativity that pushes the accepted boundaries.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p>
<p>We empower each other to be EXCELLENT and go the extra mile</p>	<p>Having purpose & personal motivation: Ability to motivate self and others about the Council's strategic vision, values and goals and how they can contribute to making a difference.</p> <p>Being empowered: Ability to take control of the areas under their responsibility and make positive changes and set appropriate goals.</p> <p>Focusing on well-being: Ability to promote the well-being of self and others overcome difficulties by identifying and building individual strengths and</p>	<p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p>

	<p>achieving desired outcomes.</p> <p>Colleagues feel appreciated & valued: Actively champions successes and 'good news' across the Council, and externally that recognise the successful achievements of colleagues to inspire others.</p>	E	I
We RESPECT all communities; they are the heart of everything we do	<p>Understanding our customer's needs: Ability to use customer feedback to actively improve customer outcomes and the way services are delivered.</p> <p>Learning from customers: Ability to develop strategies to develop or improve business processes and procedures based on learning from customers.</p> <p>Being a customer ambassador: Champions and leads on the provision of excellent customer services that delights and creates an exceptional customer experience.</p> <p>Respecting diversity and being inclusive: Values diversity, does not discriminate and provides equal opportunity in employment and service delivery.</p>	E	A/I
Additional Requirements	Willingness to work outside of contracted hours in the evenings and weekends subject to notice.		

