

London Borough of Tower Hamlets

Job Description

JOB TITLE:	HGV DRIVER
GRADE:	F
POST NUMBER:	
DIRECTORATE:	COMMUNITIES
SERVICE:	Waste Operations
RESPONSIBLE TO :	Environmental Manager
RESPONSIBLE FOR:	
	DBS Basic check not required.
JOB SUMMARY:	To be responsible for safe and proper driving and use of any allocated refuse collection vehicle requiring a HGV licence, Undertaking Collection duties across any of the service provisions, with the specification being Tower Hamlets as required; complying with all service conditions and as they affect the work area, e.g., Standards of work performance, Quality Assurance (QA) BS EN ISO 9001:2 requirements, Health and Safety regulations, Environmental Protection Act (EPA) provisions, etc.
ROLE REQUIREMENTS:	
1.	To undertake daily pre-use vehicle checks, changing of brushes, cleaning vents and fans, propping of grates ETC, reporting any defects and maintenance that may be required e.g., fuel, oil and water checks and fills, lights, screens and hazard sign cleaning; and, removing large items if possible, which may block vehicle powered equipment, e.g. bin-lifts.
2.	To ensure the vehicle is safely driven at all times, properly loaded, operated, and, whilst collecting, transporting or tipping refuse, When parking up undertake any traffic management measures required ensuring collections are made safely and in line with road traffic procedures, taking into account public safety.

3.	To actively contribute in other duties when not driving the vehicle e.g. removing household, industrial and commercial waste from various locations in line with Health and Safety legislation, including houses, shops, schools etc using wheeled bins, plastic sacks, large bins, etc. in accordance with service specifications and as directed by the RS, RM, OM and CM.
5.	To assess if bin loads are too heavy/unsafe to move and/or include hazardous material/contamination, report all incidents, collection problems, client complaints or vehicle defects immediately to the RS, RM, OM or CM at the earliest opportunity
6.	To undertake maintenance of bin areas and equipment where possible, reporting damaged bins so replaced asap to ensure there is minimal health and environmental effects on clients.
7.	To safely operate the HIAB crane and report any crane defects and maintaining lifting equipment such as lifting pads , levers and remote control box.
6.	To maintain the highest personal standards of behaviour and conduct in relations with colleagues, clients and members of the public at all times when at work, in accordance with the company's quality assured standards, Code of Conduct and related policies, e.g., equal opportunities.
7.	To ensure that all necessary documents and records are properly completed, e.g., vehicle logs, round allocation sheets, timesheets, etc.
8.	To maintain good communications with the RS, RM, OM and CM at all times in relation to all work-related issues.
9.	To always comply with company policies and regulations, including those related to equal opportunity, and legal requirements; and, to receive all appropriate recommended or certificated training, e.g., QA, or new equipment, to fulfil the responsibilities of the post.
10.	Loading of collection vehicles when required and tasked by managers to ensure duties related with waste services including collection of fly-tips, waste and street arisings.
CORPORATE RESPONSIBILITIES	
11.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
12.	Develop and maintain positive relationships with colleagues,

	stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
13.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
14.	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.
15.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
16.	Actively participate in all service / team activities, having regard to the council's corporate priorities and outcomes, as set out in the Strategic Plan.
17.	Continuously improve systems and processes and, as part of our Smarter Together Transformation programme, modernise our core support and enabling functions to improve effectiveness and efficiency
18.	Promote and actively participate in the programme of service reviews and transformation projects to improve the council's operational effectiveness.
19.	Utilise new ways of working to champion our diverse communities and secure effective outcomes for the council's residents.
20.	NOT USED.
PEOPLE	
21.	Work collaboratively with the council's partners and stakeholders to inform decisions, ensuring that this supports the delivery of specific service programmes and deliverables.
22.	Work with management to ensure clarity around expected outcomes and standards, with clear lines of accountability.
23.	Encourage and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets' residents.
SERVICE	

24.	Work towards a culture of exemplifying public service behaviour, continuous improvement, and performance in service delivery.
25.	Work to ensure that waste and street cleansing services are delivered within legal requirements and that compliance is continuously monitored to provide an audit of this.
26.	BLANK
HEALTH AND SAFETY	
27.	Act responsibly and to do everything they can to prevent injury to themselves and other persons.
28.	Observe all rules and appropriate operating procedures and instructions regarding safety, at all times.
29.	Correctly use safety equipment, protective devices, and PPE (if applicable)
30.	Inform their immediate line manager of all accidents, dangerous occurrences, near miss events, damage or potentially dangerous situations, whether persons are injured or not.
31.	Cooperate in the investigation of any accident or incident.
32.	Report any unsafe or defective plant, tools, equipment, PPE, practices, methods or other hazards.
33.	Participate in improving health and safety in the Company by making suggestions in these matters to the Manager, Supervisor or Safety Representative
PERFORMANCE	
34.	▪ Ensure completion of round and any given work(s)
35.	▪ Ensure compliance with all legislative standards.
36.	▪ Ensure compliance with all corporate systems.
37.	• Ensure In-Cab technology is utilised for accurate data collation and that this is in good working condition daily.
38.	▪ Ensure use of all Quality Management Systems.
39.	▪ Ensure that all relevant information is communicated to line manager.
OTHER CONDITIONS:	

To carry out other duties and responsibilities commensurate with the level of the post as directed by the management.

Person Specification for the Post of HGV DRIVER			Method of Assessment A= Application Form T= Test I= Interview
- Manual Handling of Heavy Objects (with training) - Customer oriented/service delivery focused - Good communication skills - General numeracy and literacy skills		E	A/I
		E	A/I
		E	A/I
		E	A/I
Qualifications and Experience			
- Driving licence to Class II HGV - Good standard of secondary education - Preferable working knowledge of the waste industry - Driven refuse vehicles of various sizes		E	A/I
		E	A/I
		E	A/I
		E	A/I
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	Seeks opportunities to build positive relationships with people from other teams and partners.	E	A/I

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partners to achieve the best outcomes for Tower Hamlets	Builds networks with key teams they work with, to ensure they achieve the best outcomes.	E	A/I
	Actively builds a positive team in the working environment.	E	A/I
	Shares information and engages others in a timely way to achieve the best outcomes	E	A/I
We are OPEN and transparent	Checks understanding they are understood by others and explains jargon where needed.	E	I
	Uses effective listening and questioning techniques to understand the needs of others and act accordingly.	E	I
	Seeks to develop own resilience to manage change, seeking support where necessary.	E	A/I
	Approachable and actively seeks feedback from others to improve how they do things.	E	A/I
We are WILLING to challenge, innovate and be accountable	Takes accountability for delivering own work, setting challenging goals for self.	E	A/I
	Seeks to learn from, both failures and successes, to improve how they do things where required.	E	A/I
	Looks for ways to continuously improve and develop within role.	E	A/I
	Makes suggestions for better and new ways of doing things.	E	A/I
We empower each other to be EXCELLENT	Understands the organisations direction of travel and actively supports	E	A/I

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and go the extra mile	that in their work and interactions. Takes the initiative to improve outcomes because they can explain the difference they have made. Supports others to achieve a work-life balance and makes time for others when they need someone to listen to them. Enlightens people when they have made a difference and shows appreciation through internal recognition schemes.	E E E	A/I A/I A/I
We RESPECT all communities, they are the heart of everything we do	Actively listens to customers and takes steps to making things better for customers. Shares customer feedback as appropriate to improve the customer experience. Takes ownership of more complex issues, whilst keeping the customer informed. Open-minded and appreciates alternative cultural perspectives, taking it into account when delivering service.	E E E E	A/I A/I A/I A/I
Additional Requirements	Willingness to work outside of contracted hours in the evenings and weekends, where required and subject to notice. Willingness to undertake all and any training required which would be beneficial to developing existing skills relevant to the role. To comply with the requirements relating to		

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	political restrictions for this role (if applied).		
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