

## Job Description

# Waste Management HGV Driver (Refuse Loader)

Reference: TN005

Date: April 2026

<b>Job Family:</b>	<b>Transport and Neighbourhood Management Waste and Green Spaces Operation</b>
<b>Level:</b>	<b>1</b>
<b>Band:</b>	<b>4</b>
<b>Career Track:</b>	<b>Operational</b>

## Job Purpose

Contribute to the delivery of a safe, efficient, and high-quality refuse collection and recycling service. The role ensures waste is collected in line with agreed schedules, service standards, and health and safety requirements, supporting the cleanliness and wellbeing of the community.

## Service Purpose

The primary purpose of Neighborhood Services is to work with local communities and other key stakeholder organisations to improve the physical appearance and quality of life within our communities, making them cleaner, more sustainable, self-sufficient and safer places. Neighbourhood Services is part of the Place & Regeneration Directorate, which is responsible for economic growth, regeneration, housing and environment.

Neighbourhood Services are responsible for a number of key council services including waste and recycling, environmental enforcement, street cleansing and grounds maintenance, bereavement services, fleet services and countryside services. These are high profile services that make a significant contribution to the delivery of our corporate plan.

## Duties and Responsibilities

### Operational Delivery

- Drives a heavy goods refuse vehicle, loads refuse, and leads a small team of refuse loaders to deliver efficient waste collection and recycling services.
- Oversees refuse, food, garden, recycling, clinical waste, industrial and commercial waste collections in line with schedules, policies, and safety standards.
- Completes and ensures accurate paperwork, including recording resources used, work progress, and any legal non-compliance.
- Maintains responsibility for vehicle checks, safe operation of specialist equipment, and adherence to all health and safety requirements.

- Acts as the main point of contact for routine queries or complaints, liaising courteously with the public and service users.
- Works flexibly across frontline services, sometimes in difficult conditions, with physical demands and long periods of concentration, early starts, overtime, and emergency response duties.

### **Customer and Community Focus**

- Engage with residents and service users in a courteous and respectful manner, providing information or advice on waste services when required.
- Ensure all work is completed to the expected quality, time, and service standards.

### **Health, Safety & Compliance**

- Carry out all duties safely and responsibly, complying fully with relevant risk assessments and safe working practices.
- Comply with all NCC driver compliance standards.
- Record issues encountered during collections and ensures the appropriate paperwork is completed and shared with service users and supervisory staff.

### **Teamwork & Flexibility**

- Work collaboratively with colleagues to deliver work plans and maintain service quality.
- Respond to and resolve straightforward issues, referring more complex matters to the immediate supervisor.
- Work flexibly across other frontline teams to provide cover for peak demand, sickness, holidays, extreme weather, emergencies, and service requirements.

## **Person Specification**

### **Professional and Technical Requirements**

#### **Qualifications**

- HGV Driving Licence category C or above.

#### **Knowledge, Skills and Experience**

- Understanding of the operational tasks involved and associated tools/equipment.
- Physical strength, dexterity and coordination to manoeuvre bins and operate hydraulic equipment.

- Appreciation of the importance of waste management services to the community.
- Knowledge of the legislation and regulations relating to driving.
- An awareness of Health & Safety legislation and its application in the workplace

## Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

## Strengths

- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.
- **Responsible:** You take ownership for your decisions. You hold yourself accountable for what you have promised.
- **Team player:** You work well as part of a team and strive to ensure the team pulls together and is effective.
- **Service focused:** You look for ways to serve customers putting their needs at the heart of everything you do.
- **Resilient:** You have inner composure, recover quickly from setbacks and learn from them.

## Desirable

- Previous relevant HGV driving experience, waste management or manual handling experience.
- Awareness of Health & Safety legislation and its application in the workplace.
- Appreciation of the role of a reversing assistant.
- NVQ 2 in Waste Management or equivalent in an appropriate subject.