

Job Description

Waste Management Operative (Refuse Loader)

Reference: TN006

Date: March 2026

Job Family:	Transport and Neighbourhood Management/Waste and Green Spaces Operations
Level:	1
Band:	2
Career Track:	Operational

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

- Provide an efficient and effective waste and recycling collection service from household, public, and commercial premises, following agreed schedules and Council policies.
- Collect waste, recycling and litter using appropriate vehicles and equipment.
- Operate vehicles, tools, and hydraulic lifting equipment safely, following manufacturers' guidelines and reporting any faults promptly.

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.
- Record issues encountered during collections to ensure details are 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 Local Services teams—such as Highways and Neighbourhood Services—to provide cover for peak demand, sickness, holidays, extreme weather, emergencies, and service requirements.

Person Specification

Professional and Technical Requirements

Qualifications None specified.

Knowledge, Skills and Experience

- Understanding of the operational tasks involved and associated tools/equipment.
- Ability to follow straightforward spoken and written instructions.
- Ability to complete basic work records.
- Physical strength, dexterity and coordination to manoeuvre bins and operate hydraulic equipment.
- Appreciation of the importance of waste management services to the community.

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

- **Reliable:** Consistently punctual and dependable.
- **Adaptable:** Responds positively to change and adopts a flexible, cooperative attitude.
- **Integrity:** Acts professionally and upholds organisational values and principles.
- **Disciplined:** Follow processes, operating well within set standards, rules and guidelines.
- **Team Player:** Works well as part of a team and strive to ensure the team pulls together and is effective.

Desirable

- Previous relevant waste management or manual handling experience.
- Awareness of Health & Safety legislation and its application in the workplace.