

Job Description EMERGE Band 1

Salary Band 1 Range £17,000 to £20,000

Job Title: Driver Collector Name:		Contractual Hours: 37.5 hours per week Monday to Friday Salary: £10.18 per hour
Department / Team: EMERGE Recycling	Reports to: EMERGE Recycling Business Director	Responsible for / Budget Accountability: Staff: None Budget: None
Overall Purpose of the Job:	To undertake the collection of waste and recyclable material from businesses and organisations in and around the Greater Manchester area including confidential documentation and materials in line with ISO:9001 and BS EN 15713. Our Driver Collectors will drive vehicles up to and including 3.5 tonne as a minimum, and will move bags of varying weights up to 20kg each	
Key Accountabilities		
1. To receive manager and / or supervisor briefings on tasks and outputs required. Deliver those tasks and outputs, following procedures, to a high standard of quality, reporting upon progress and performance.	<ul style="list-style-type: none">Collects, sorts, grades and processes waste, reusable and recyclable materials as required on to collection vehicle or at the depot and to remove contaminants.Undertakes other duties as required by the Operations Supervisor and/or Business Director	<ul style="list-style-type: none">
2. To work positively and collaboratively with internal and external colleagues, including volunteers, to deliver joint tasks and outputs to a high standard of quality.	<ul style="list-style-type: none">Works as part of a team with other EMERGE Recycling staff to ensure the business goals of the organisation are met and exceeded and to meet agreed individual performance goalsTakes responsibility for the vehicle and any crew persons (including possible volunteers) whilst out on the round	<ul style="list-style-type: none">
3. To manage own time and workload and maintain the resources used to deliver high quality outputs and results.	<ul style="list-style-type: none">Ensures that all materials and EMERGE equipment are properly and safely returned to the depotHelps to keep the depot tidy and well maintained.	<ul style="list-style-type: none">
4. To deliver excellent service to internal / external customers, acting as a positive ambassador for EMERGE.	<ul style="list-style-type: none">Deals courteously with business customers and members of the public at all timesPromotes our services and the 3Rs (reduce, reuse, recycle) wherever possible.Distributes containers and/or printed material to customers or prospects as required.	<ul style="list-style-type: none">

5. To build and maintain the knowledge and skills (including processes, procedures, standards, regulations, machinery operation, guidelines etc) for effective performance and continuous improvement.	<ul style="list-style-type: none"> Operates machinery when authorised to do so and in accordance with the safety instructions. At all times follows the Health and Safety instructions issued by EMERGE by working in accordance with method statements Works in accordance with the policies and procedures of the company including Health and Safety, Equal Opportunities, HR and other policies, maintaining compliance with all legal responsibilities (e.g. wearing of correct protective equipment). 	•
6. To work supportively with supervisors / managers, handling requests, resolving problems, and reporting back in a timely way if any deviations from process were required for resolution.	<ul style="list-style-type: none"> Keeps vehicles clean tidy and report any faults to the Operations Supervisor or Business Director. Informs the Operations Supervisor or Business Director of all accidents, damage, faults or problems that may occur in relation to work undertaken for EMERGE, as soon as is practicable. 	•
7. To gather, assimilate and document data and information. To share / distribute data and reports to support the delivery of tasks and continuous improvement.	<ul style="list-style-type: none"> Completes all the relevant paperwork for daily monitoring requirements 	•
8. To promote EMERGE's commitment to equality, diversity and inclusion.	<ul style="list-style-type: none"> Demonstrates cultural sensitivity and the ability to build the trust and engagement of EMERGE Recycling customers 	

PERSON SPECIFICATION

Knowledge and Skills	Role Specifics	Attributes	Role Specifics
Communication Skills written, verbal	<ul style="list-style-type: none"> Good verbal and written English language skills (E) 	Professional Behaviour (energy, personal presentation, and organisation, personable with a 'can do' attitude, able to work under pressure, maintains confidentiality, commitment to EMERGE values)	<ul style="list-style-type: none"> Highly motivated (E) Able to work under pressure (E) Safe and courteous driver (E)
Numeracy	<ul style="list-style-type: none"> Basic numeracy skills (E) 		
Qualifications - Driving Licence Machine Operating Licences	<ul style="list-style-type: none"> Experience of driving commercial vehicles – up to 3.5 tonne vehicles (E) Driver's licence with no more than 6 points (E) Current CPC card for driving 7.5t (C1) and LGV entitlements (D) 		

	<ul style="list-style-type: none"> • Digi Taco card (D) • CSCS card for collecting wood from construction sites (D) • Aged 25+ (for insurance purposes) (E) • Willing to undertake any relevant training required and to be DBS (security) checked • NOTE: Driving Licence convictions will be continually reviewed • NOTE: Drug and Alcohol test may take place on induction and randomly thereafter 		
Operational Management Prioritisation / Time Management / Using computers and / or other resources / Takes personal responsibility and uses common sense	<ul style="list-style-type: none"> • Experience of using Sat Nav to navigate & plan routes (E) • Experience of working on own initiative, able to manage own workload and prioritise tasks to meet objectives (E) • Able to take initiative and use common sense (E) 	Putting the Customer First (owning problems and delivering solutions. Applying judgement, objectivity, and decisiveness. Demonstrating tenacity and resilience. Striving for Continuous Improvement in personal performance.)	<ul style="list-style-type: none"> • Good customer care skills with the ability to deal with customers and members of the public politely and informatively (E)
Contextual Knowledge Knowledge of processes, standards, policies, procedures, services and products for EMERGE Recycling / FareShareGM / Touch Wood.	<ul style="list-style-type: none"> • Knowledge of the Manchester area (E) • Have an understanding and an appreciation of recycling and a commitment to the 3Rs (Reduce, Reuse, Recycle) of sustainable waste management (E) • 	Teamwork (clear communicator, able to develop and consolidate strong, collaborative, and productive relationships with managers, supervisors, colleagues, and customers. Escalating issues / concerns to managers and supervisors appropriately)	<ul style="list-style-type: none"> • Able to work co-operatively within a team (E) • Team player willing to adopt a flexible approach to daily tasks and activities (E)
Physical Requirements if applicable	<ul style="list-style-type: none"> • Able to lift collection boxes, bags and other containers of varying weights up to 25 kg (E) 	Handling and Distributing Information (assimilating and analysing data and information. Using that analysis and applying judgement and experience to make effective decisions on own tasks.)	<ul style="list-style-type: none"> • Ability to complete relevant paperwork correctly and on time (E)