

# LONDON BOROUGH OF LEWISHAM

## JOB DESCRIPTION

Designation:	Chargehand Specialist Driver (Caretaking)	Grade: SC6
Reports to (Designation):	Senior CTM / CTM	Grade: PO1/PO2
Directorate:	Housing	Service: Estate Environment

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### Main Purpose of the job:

- To work collaboratively, and lead other employees in providing high-quality customer-focused environmental and housing services, particularly in the collection of bulky waste
- To be responsible for day-to-day employee safety and wellbeing, environmental sustainability, and financial efficiency in the operation of all vehicles and other equipment under the postholder's control. To ensure all operatives working with the postholder understand risk assessments and risk mitigations and comply with safe working practices.
- To promote environmentally sustainable behaviour among residents, employees, and partners, act as a good ambassador for the Council.
- To drive any vehicles within the licence group, subject to having had suitable training. To take part in all tasks assigned to the team, including participating in all relevant environmental services. To ensure all tasks associated with the vehicle's use are conducted efficiently, safely and in line with Council procedures, management guidance and instructions.
- Other generic responsibilities commensurate with the grade, including but not restricted to internal and external cleaning, tasks related to Clear Corridors and FRA compliance, or any environmental work.

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### Summary of Responsibilities and Personal Duties:

1. To manage the day-to-day work of all operatives involved in the postholder's allocated tasks including the following:
  - planning scheduled collections and allocating work
  - safe and efficient collection and disposal of items
  - monitoring, evidencing and reporting on quantities and locations of collected items in a manner determined by line manager
  - gathering evidence relating to environmental offences and tenancy breaches.

This includes organising members of the postholder's team and other colleagues involved in the process, such as staff helping to load or label items.

2. To drive/operate a range of vehicles including 7.5 tonne vehicles, ensuring excellent working practices relating to the following:
  - Driver fatigue, drivers' hours, and digital tachograph
  - Customer service and conflict management
  - Emergency first response, fire prevention, health & safety
  - Defect reporting, and safe, fuel-efficient driving, minimising vehicle wear and damage
  - Professional driver, distractions, and vulnerable road users
3. To be responsible for correct driving and parking of any vehicle under the postholder's supervision, in accordance with the law and relevant Council guidance.
4. To ensure and participate in safe and efficient loading, tipping, monitoring, evidence collection and reporting as required.
5. To support enforcement action as required by providing witness statements and appearing in court if necessary.
6. To undertake the appropriate safety checks and vehicle inspections as required and maintain vehicles and equipment in a clean and safe condition.
7. To operate within applicable drivers' hours and 'O' licence requirements and upload digital tachograph card in compliance with instructions.
8. If necessary, to undertake the safe collection of all waste streams individually or as part of a team and ensure that segregated waste streams are not contaminated with non-conforming material or hazardous waste.
9. To identify, label and report illegally dumped waste, and to clear such waste as and when required.
10. To assist in the implementation of productivity and sustainability improvements as directed by line manager.
11. To take responsibility for the full completion of scheduled rounds and ensure all sites are left clean and clear unless otherwise instructed.
12. To use information and communication technology as instructed. This may include but is not limited to live GPS tracking of all operations, in-cab and handheld devices, 360 degree cameras on vehicles, on-board weighing, and systems to improve fuel economy.
13. Maintain an excellent health and safety culture within the organisation and a high level of awareness amongst all staff working together towards eliminating accidents.
14. To supervise the team's day-to-day activities to ensure health, safety, sustainability, customer service and efficiency. This includes any staff not directly under the postholder's supervision but who assist with tasks associated with the postholder's duties (e.g. helping to load or unload items).
15. To report any occurrences, hazards or breaches of legislation or tenancy conditions, or other concerns associated with the postholders duties to the line manager.

16. To support ways of working to improve recycling, waste, including recording and reporting waste collection problems such as contamination or incorrectly stored waste through the established reporting system.
17. Record and report properties where there is a potential for waste reduction and increased recycling, provide feedback on important service information to managers that affects the operation of the service, to undertake data recording/inputting for service improvements and/or changes.
18. To take care in undertaking duties to prevent damage to Council or third-party vehicles, plant, equipment, property etc. and where damage is caused to report any incident to the line manager at the earliest opportunity.
19. To work flexibly and undertake a range of duties as required, including any environmental or housing duties commensurate with the grade.
20. To ensure all service requests, complaints, addressed promptly within specified timescales by leading other colleagues in implementing appropriate management instructions.
21. To be responsible for the keys of gates and doors required to give access to waste storage, other areas, and estates to ensure premises are left secure.
22. To ensure that assisted collections are undertaken as required and that any specific collection requirements are identified and complied with in accordance with the agreed protocol for assisted collections.
23. To assist with the induction and training of staff and resident education / information events.
24. To commit to ongoing vocational learning including professional training identified by managers.

Internal Contacts: Managers and colleagues

External Contacts: Members of the public

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

To participate in the Council's Appraisal scheme, and to undertake appropriate training and development identified to enhance their work.

To undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.**

## PERSON SPECIFICATION

**JOB TITLE:** Chargehand Specialist Driver (Caretaking) **POST NO:**

**DEPARTMENT:** Housing

**GRADE:** SC6

### Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### Equal Opportunities

Commitment to the Council's values and its corporate equalities policies. To ensure that services are developed and delivered within these frameworks. **S**

### Knowledge

Be competent in the operation of an extensive range of vehicles and equipment, including vehicles up to and including 7.5 tonnes **S / T**

Be competent in the operation of hand-held and / or vehicle-based digital technology.

Knowledge of Health and Safety Regulations. Demonstrate an understanding of safe working practices within the provision of the service.

### Aptitude

Ability to learn how to operate in-cab technology, mobile devices/software and communications equipment whether within the vehicle or handheld.

Ability to achieve a nationally recognised qualification, in environmental services and / or housing.

Able to successfully undertake First Aid, Manual Handling and other relevant training

Ability to provide detailed verbal and written reports **T**

Ability to interpret and provide basic numerical information, and to perform basic calculations. **T**

## Skills

Hold a valid driving licence allowing you to drive a 7.5 tonne vehicle. This may include drivers with the following types of licence:

- Category B - if you passed your test before 1 January 1997
- Category C1
- Category C1E
- Category C
- Category CE

## And

Hold and maintain a valid Certificate of Professional Competence\* for professional drivers and undertake regular training as required.

To be in possession of a full current driving licence to be able to drive the Council's vehicles. **S**

To carry out pre-use inspections of vehicles to verify they are legally compliant before use.

To take responsibility for completion of the vehicle logs and servicing requirements.

Must pass Council driving test **T**

To have no more than six penalty points **S**

## Experience

Driving commercial / work vehicles **S**

Of delivering a customer-focused front line service **S**

Of completing set tasks within defined timescales and to high quality standards **S**

## General Education

Literate and numerate – Able to understand written instructions, to write simple reports and to understand numerical information and perform simple calculations **S/T (Either GCSE level 3 or above in English and Maths or an occupational test)**

## Personal Qualities

Take pride in work and apply good customer care in all aspects of the working day

To be able to lead by example and guide others.

To be able to collaborate and to use your own initiative.

## **Circumstances**

Prepared to work at any location within the Lewisham area (including waste processing sites outside the borough).

Willing to work outside in all weathers providing it is deemed safe to do so and the appropriate PPE is provided.

Willing to work shifts, evenings, and weekends when required.

Prepared to work flexibly to meet service requirements.

## **Physical**

Generally, candidates must meet the standard Lewisham requirements for the post. **S**

Must be physically fit and able to lift, carry and load, bags and household items and sweep up any spillage. **S**

Must be physically fit to work outside in all weather conditions. **S**

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.