



# Role Profile

<b>RECYCLING CENTRE ASSISTANT</b>			
Reference No.	A4281	Type	Individual
Service	Fife Resource Solutions LLP		
Job Family	Technical 4	Grade	FC4

<b>Purpose</b>
Working within a Recycling Centre, the post holder shall carry out manual handling of recyclable and other waste materials in all weather conditions; ensure safe operation and routine maintenance of mechanical plant; and provide a high standard of customer service to all users of the facility; assist with the enforcement of the site access policy; assess waste loads and process cashless payment transactions.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility		<b>E</b>	<b>D</b>
<b>Site Management</b>				
Ensuring that the site operates in accordance with the requirements of the Waste Management Licence (WML)/Pollution Prevention Control (PPC) Permit and associated Working Plan/Management Plan, FRS standard operating procedures (SOP) and the Council approved Access Policy.	Ability to provide a regular and effective service	✓		
Maintaining knowledge of the relevant conditions of the WML/PPC Permit and associated Working Plan/Management Plan, FRS SOPs and Access Policy.	Able to carry out manual handling of bulky items	✓		
Ensuring the site is operated in accordance with FRS's health and safety procedures to protect all employees, contractors and customers.	Ability to undertake manual working outdoors	✓		

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Maintaining knowledge of all site-specific SOPs, risk and COSHH assessments.	Awareness of recycling and waste segregation and demonstrate its regular application (Deliver Results – see ‘How We Work Matters’ Framework).	✓	
Demonstrating high profile policing at site entrance through the operation of control systems for commercial users and householders using van/trailers, e.g. height barriers, completion of Household Waste Declaration Forms.	Awareness of daily checks on the operation and maintenance of equipment and machinery	✓	
Maximising site performance as far as is reasonably and safely practicable, e.g. encourage/maximise segregation of recyclable material from landfill/non-recyclable waste containers and minimise contamination thereby maximising income potential.	Ability to gain working knowledge of waste categories and relevant legislation applicable to site management, e.g. Waste Management Licensing, Waste Description and Transfer Notes	✓	
Assisting the Lead Recycling Centre Assistant (LRCA) in maintaining site capacity for the various waste streams that are handled at each site. This will include the prioritising of which containers are to be emptied next and issuing instructions to Drivers.	Organisational skills	✓	
Carrying out regular inspections and defect reporting at frequencies determined by the conditions of the WML/PPC Permit, legislation or appropriate line manager.	Awareness of health and safety compliance requirements (Take Ownership)	✓	
Implementing changes to procedures as required by line manager.	Ability to travel to any RES facility within the required shift times	✓	
Ensuring compliance documentation is checked, amended and approved, where necessary. This will include Waste Description and Transfer Notes and Special Waste Consignment Notes, e.g. removal of fridges/freezers.	Work experience in an outdoor environment		✓
Ensuring documentation is completed accurately and timeously.	Qualified First Aider		✓
Ensuring office environment/paperwork is kept clean/tidy and organised - consistent across sites for different shift users.			
Transferring to other sites at short notice to provide cover for colleagues and maintain service delivery.			

E = Essential Criteria    D = Desirable Criteria

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<b>Site Operations</b>			
Using a range of tools and equipment in accordance with the manufacturer's recommendations and FRS SOPs, including the operation of site-based static/traversing/mobile compactors, with the latter having a gross vehicle weight of 7 tonnes.	Experience in operating static and/or mobile plant		✓
Ensuring efficient use of compaction equipment to maximise payloads on containers being transferred off site.			
Undertaking daily checks and basic maintenance of site plant/equipment in accordance with manufacturer's recommendations and FRS SOPs, including regular washing, lubricant appliance and coolant top ups.			
Undertaking waste quarantine procedures, e.g. fly-tipped material at site entrance that may contain asbestos.			
Carrying out a range of manual handling tasks deemed appropriate for the role.			
Carrying out daily housekeeping tasks, e.g. litter picking inside or outside perimeter, sweeping up.			
Wearing the designated Personal Protective Equipment to suit the specific task.			
<b>Staff Management</b>			
Issuing instructions to Drivers and contractors in the absence of the LRCA to ensure site operation is maintained.	Team working skills (Work Together)	✓	
Accepting regular advice and instructions from LRCA, but will occasionally be expected to work remotely with minimum supervision.	Demonstrate ability to work as part of a team	✓	
Agreeing daily work tasks with other RCAs on site and reviewing collectively in absence of LRCA to ensure expected standards met.			
<b>Customer Care</b>			
Communicating with customers, site staff, servicing vehicles and contractors on a daily basis.	Experience dealing with members of the public	✓	

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Ensuring that the standard of customer care to all site users is in accordance with the Customer Charter and the Employee Code of Conduct.	Demonstrate customer service skills (Focus on Customers)	✓	
Providing physical assistance to members of the public where required, e.g. assisting a member of the public with a large domestic appliance or other bulky item.	Demonstrate ability of showing initiative during difficult situations	✓	
Providing advice and guidance to customers and visitors on Access Policy, commercial/industrial waste reception, waste segregation, health and safety, etc.	Demonstrate a flexible attitude and approach	✓	
Dealing proactively with all enquiries / complaints and resolve on site, where possible.	Communication and persuasive skills with ability to remain tactful, firm and fair in potentially confrontational situations	✓	
Assisting in deciding whether a vehicle and / or customer arriving at site should be refused entry.			
Advising officers of suspected environmental offences.			
<b>Use of IT Systems</b>			
Assisting with control of daily van and trailer bookings at HWRCs.	Working knowledge of IT applications, i.e. Excel spreadsheets, Word documents, e-mail (Embrace Technology & Information)	✓	
Using spreadsheets/mobile technology to record customer declarations and cashless payment transactions.	Literacy and numeracy skills	✓	
Operating body worn cameras.	Capable of operating electronic systems and mobile technology, e.g. customer databases	✓	
Using e-mail and internet on a daily basis to communicate within and outwith the team.			
<b>Reporting</b>			
Liaising regularly with LRCA and occasionally the Operations Supervisor regarding equipment issues, infrastructure repairs, etc.	Ability to maintain accurate paperwork and detailed record keeping	✓	

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Liaising occasionally with colleagues to assist in effective servicing of sites and efficient vehicle utilisation.	Experience of liaison with regulatory bodies, i.e. SEPA, HSE		✓
Liaising occasionally with Operations Officer, e.g. feedback on possible abuse of access policy, suspicious usage patterns, etc.			
Assisting in investigating health and safety incidents.			
Liaising occasionally with outside contractors to arrange uplift of materials.			
Providing occasional feedback on contractors visiting site, i.e. detailing works undertaken.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results