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 A CHANGeworks COMPANY



BY APPOINTMENT TO
 HER MAJESTY THE QUEEN
 WASTE MANAGEMENT SERVICES
 CHANGeworks RECYCLING
 EDINBURGH

JOB INFORMATION PACK

This pack contains the following information:

- Job details
- The application process
- Contact details
- About the role
- Job description
- Person Specification

Job details

Job title	Recycling Service Operative (HGV licence holder)
Job reference	HGV-Jan22

The application process

Application deadline	9 th February 2022
Interview	TBC

Contact details

General enquiries about this job	recruitment@changeworksrecycling.co.uk
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About Changeworks Recycling and the role

About Changeworks Recycling

Changeworks Recycling Ltd provides high quality recycling and waste management services to Scottish businesses. We have been instrumental in shaping business recycling in Scotland, most notably with our influence on the introduction of the Scottish Waste Regulations (2012).

We provide an exceptional, needs-based and tailored separate collection service that manages our clients waste as a resource, enabling them to become more competitive by reducing waste, carbon and costs.

Every client is taken on a journey from design, implementation, performance measurement, analysis and review, through to waste prevention, and with full waste and resource value managed by Changeworks Recycling.

Our service is award-winning – we aim to be regarded as a centre of excellence, an aspiration fulfilled by the quality of our staff and demonstrated in our business delivery.

Visit our website www.changeworksrecycling.co.uk for further information.

The Role

Changeworks Recycling's business model demands high and exacting standards of service delivery. Achieving an exceptional level of service on a day-to-day basis to all our clients across central Scotland relies on strong teamwork and for all staff to uphold our values.

We are now looking for experienced HGV licenced drivers to join our team in Edinburgh as Recycling Service Operatives. You will be able to demonstrate a commitment to excellent customer service and have a flexible, friendly and enthusiastic attitude to your work. You will have the ability to organise your workload and work to tight deadlines, working equally well as a team member or on your own.

By driving and delivering the service you will complete around 80 collections a day. Having a good geographical knowledge of Edinburgh would be beneficial, and you should be able to use PDA technology.

The basic hours of work are over a shift rotation of 4 days on then 4 days off, so some weekend work is required. Due to the nature of the position a flexible approach will be required.



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Job Description

Job title	Trainee Recycling Service Operative (with HGV Licence)
Location of job	Central Scotland
Hours and terms	40 hours per week (4on/4off shift rotation). Permanent
Holiday terms	CWR additional leave entitlement for operational staff

General terms and conditions

Responsible to	Team Leader
Responsible for	N/A

Purpose of the job	To deliver the Changeworks Recycling waste and resource management service achieving an exceptional standard of client service
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Main tasks and activities

Ability to complete to a high standard the Changeworks Recycling operator trainee criteria within 3-month probation period:

- Ability to organize your day to complete your daily workload in a timeous manner.
- Achieve accurate and consistent reporting on PODfather, with full knowledge of all closure codes.
- Daily reporting with line manager, supporting other team members when directed by line managers.
- Ensure Changeworks Recycling issued uniform is always kept clean and presentable.
- To carry out a full and thorough vehicle check before any commencement of driving, recording or rectifying any vehicle faults as they appear.
- Understand individual contribution towards business achieving high quality and high capture, route efficiency and client retention.
- To wear and maintain issued PPE, understanding when this should be worn and for what material.
- To follow warehouse safety rules and any other site rules out with normal operating bases.
- Demonstrate a safe and competent standard when loading and unloading Changeworks Recycling vehicles
- To demonstrate Changeworks Recycling driving standards including Vehicle heights policy, Bio Fuel use, correct use of tail lifts and roadside breakdown and puncture procedures
- Ability to uplift clients' waste types in a safe manner whilst demonstrating correct manual handling techniques
- Establish a rapport with clients from the beginning, with a sound knowledge of the importance of –
 - a) customer service
 - b) first impressions
 - c) exceed customers' expectations
 - d) communication skills

Person specification

Please be prepared to demonstrate how you meet the following criteria in your application.

Skills	Essential	Desirable
Excellent verbal communication.	✓	
Structured organisational and time management and skills.	✓	
Analytical and methodical approach to problem solving.	✓	
Ability to take decisions when appropriate and work in an unsupervised manner.	✓	
Personal attributes		
High expectations of maintaining and continually improving own professional standards.	✓	
Maintain a personable yet professional and positive outlook with clients at all times.	✓	
Ability to work alone and as part of a team.	✓	
Knowledge		
Proficient use of PDA technology.		✓
A good geographical knowledge of Edinburgh.	✓	
Other		
HGV licence	✓	
A commitment to equal opportunities and social diversity.	✓	

Key contacts

- Internally: team members and other Changeworks Recycling employees

Complexity

The post holder must be able to:

- Manage a busy workload.
- Demonstrate flexibility and versatility.
- Keep abreast of the latest legislative, competitor and technological developments.

Special conditions

- This job description is illustrative, other tasks and responsibilities appropriate to the Grade may be added in consultation.