

JOB INFORMATION PACK

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Job Details

Job title	Trainee Recycling Service Operative
Job reference	CWR TRSO

The application process

Application by	CV
Application deadline	30 August 2019
Interview date	TBC
Interview location	TBC

Contact details

Completed applications for this job	recruitment@changeworksrecycling.co.uk
General enquiries about this job	recruitment@changeworksrecycling.co.uk

About Changeworks Recycling Ltd and the role

About Changeworks Recycling Ltd

Changeworks Recycling Ltd is the only waste and resource management company in Scotland that enables businesses to:

- Comply with the Waste (Scotland) Regulations
- Reduce waste, carbon and costs

We provide an exceptional, needs-based 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 Ltd, resource efficiency.

Changeworks Recycling Ltd is the first waste and resource management company to be *awarded* Zero Waste Scotland's 'Resource Sector Commitment' and is recognised as the clear market leader in the waste and resource management industry in Scotland.

Changeworks Recycling aims to be regarded as a centre of excellence, an aspiration fulfilled by the quality of our staff and demonstrated in our business delivery.

Our values are for staff to deliver with passion, integrity, innovation, collaboration and empowerment.

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

The Role

Changeworks Recycling Ltd's business model demands high and exacting standards of service delivery. Achieving an exceptional level of service on a day to day basis to some 2000 clients across central Scotland relies on strong teamwork and all staff to uphold our values.

As a Trainee Recycling Service Operative, you will be the face of Changeworks Recycling Ltd. You will be able to demonstrate an excellent commitment to 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 as well as a team member or on your own.

By driving and delivering the service you will complete around 80 collections a day, you will require a good geographical knowledge of Glasgow and be able to use PDA technology.

Ideally you will possess an HGV class 2 driving license but this is not essential. The basic hours of work are 40 hours however due to the nature of the position a flexible approach will be required.

Job Description

Job title	Trainee Recycling Service Operative
Salary and grade	Croner Grade 1 - £20,961 rising to £22,930 on completion of 3 month probation period) plus annual profit share, 8% employer pension contribution and generous holiday allowance
Location of job	Glasgow
Hours and terms	40 hours per week over a seven-day shift rotation. Permanent
Holiday terms	32 days per annum plus 3 public holidays

General terms and conditions

Responsible to	Services Manager
Responsible for	N/A

Purpose of the job Recycling Service Operator	To ensure exceptional levels of service are achieved whilst meeting Changeworks Recycling Ltd objectives. The focus is to deliver recycling collections to Changeworks Recycling Ltd clients in a friendly and efficient manner.
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Main tasks and activities

1. Manage workload to complete all collections in a timeous manner.
2. Record collection data on handheld PDA's.
3. Establish rapport with clients with an open and engaging manner.
4. Identify opportunities to deliver additional services.
 - Communicate effectively on a day to day basis.
 - Understand agreed service levels and ensure they are upheld.
5. Maintain a courteous and positive disposition with clients at all times.
6. Support other team members as directed by line manager.

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 Glasgow.	✓	
Other		
HGV Class 2		✓
A commitment to equal opportunities and social diversity.	✓	

Decisions made by the postholder

- N/A

Key contacts

- Internally: team members and other Changeworks Recycling Ltd 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.