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# BRIGHTON & HOVE CITY COUNCIL 1703

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| **Job Title:**  | Collections Driver Supervisor |
| **Reports to:**  | Operations Managers |
| **Department:** | Economy, Environment & Culture |
| **Section:**  | City Clean  |

**Purpose of the Job**

To drive a Class II LGV/HGV vehicle complying with the Operator (O) licence requirements, and EU driving regulations and the Working Time Directive Legislation.

To plan, manage and be responsible for the removal of all recyclables / refuse including side waste for all domestic and commercial properties and adhering to a safe system of work in accordance with relevant Council Health & Safety Policies.

To line manage and provide on the job training for a small team of collection operatives in operational matters.

To be able to drive all types of refuse collection vehicles as required (subject to training) including RCVs, minimatics, caged vehicles, Hiabs, Telehandlers.

**Principal Accountabilities**

* To drive LGV/HGV vehicles up to Class II accountable for the Operator (O) licence requirements including EU driving regulations, Domestic Hours driving regulations and the Working Time Directive Legislation.
* Accountable for legal and ‘O’ Licence requirements to deliver statutory responsibilities around waste collections by maintaining a compliant Drivers Certificate of Professional Competence and that any relevant issues are reported to the Operations Managers, Transport Managers and DVLA where appropriate.
* Carry out legally required vehicle inspections, before use and at the end of use, in accordance with the requirements of the Driver Vehicle Standards Agency (DVSA). Being accountable for ensuring that HGV drivers O licence requirements are complied with on a day to day operational basis, in line with drivers CPC training and the drivers handbook. Creating accurate daily defect reports to provide to management and fleet maintenance.
* Responsible for undertaking all necessary administration. This includes, but is not limited to, recording on the telematics systems; ie digital tachograph, use of other in cab technology, beat sheets, lock out sheets and other related paperwork as required by Senior Supervisors / Operations Manager and returned at the end of each shift.
* Responsible for ensuring crew compliance with the site rules in relation to safety of vehicles and safety on the site, on the highway and at Waste Transfer Stations.
* To operate the vehicle in line with guidance set out in regular CPC training and in accordance with the Highway Code.
* To line manager a small team of collections operatives; to undertake return to work interviews; 121 supervisions; to provide on the job training relevant to the role of the collections operative.
* Responsible for the provision of competent Health and Safety training to crews and other drivers that is relevant to the role; ensuring that the crew operate within safe systems of work; to ensure that they use PPE appropriately to ensure the crew operate lifting gear and other truck features safely and without causing damage to the vehicle.
* To identify and resolve any Health & Safety issues relating to day to day operations escalating to more senior managers where necessary. To complete Health and Safety Incident Report forms and undertake risk assessment reviews with more senior managers. To take a solution based approach to resolving issues of concern.
* To be accountable for the effective and efficient day to day performance ensuring that appropriate documentation and reports are completed and forwarded without delay. To report any performance or capability concerns to the Operations Managers and work with them to address these concerns.
* To be accountable for ensuring that any vehicle used is kept in a clean condition working with the crew to ensure that the cab is in a clean and tidy condition and sanitised at the end of shift. To ensure that the hopper is cleaned each week by the crew and in accordance with the instructions of Operations Managers and Senior Supervisors.
* Responsible for working with colleagues and managers in planning for the removal of waste across the City. Under the direction of Operations Managers and in collaboration with other managers to collect any missed collections within contracted working hours to ensure that all refuse and recycling due for collection is collected at the end of a working day. Where collections can’t be made, developing solutions for the collection/s by working as a team with other managers and crews.
* Responsible for working with more senior managers and project officers to plan routes to enable fuel efficiency in an effective manner to support the Council’s carbon neutral targets to increase fuel efficiency and reduce carbon emissions.
* To be involved in the introduction, implementation and use of, in cab technology and to support the ongoing development and continued improvement relating to this and other digital tools.
* Meet regularly with the crew to discuss customer queries and complaints and contamination hot spots. To provide information and advice to assist with complaints and concerns and where appropriate to meet with residents and councillors with a more senior manager. Where required to provide guidance to residents in a polite and professional manner on how council refuse and recycling services operate; to ensure the best operational relationship between the service and our customers and reporting issues and recommendations to the line manager as required.
* Report and complete legal accident reports as per Health and Safety procedures; Keep contact with more senior managers during accidents when appropriate. Completion of any relevant documentation in line with job role as per internal procedures. To work with the Fleet Service and Transport Managers to reduce the risk of accidents.
* To manage and be responsible for the removal of recyclables/refuse for all domestic and commercial properties on their round; all assisted or special collection services, missed bins as per guidelines and/or management instructions, from collection points at premises and load onto vehicles, taking all necessary care to avoid damage to vehicles and property. Ensuring the crew return containers to the position from which collected, replacing all lids on bins, clearing any refuse spilt during collection, before closing all gates, stores and doors.
* To support and work alongside the Environmental Enforcement Team in the investigation of environmental offences by providing criminal intelligence of offences such as excess domestic side waste unauthorised additional containers, inappropriate trade waste issues, fly tipping, graffiti and flyposting
* Undertake relevant training to the role including but not limited to supervisory skills, O Licence, chapter 8, customer service.
* Adhere to the Council Policies and Procedures within your team such as behaviour framework, performance management, health & Safety etc.

**General Accountabilities**

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

## The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

**BRIGHTON & HOVE CITY COUNCIL**

**PERSON SPECIFICATION**

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| **Job Title:**  | Collection Driver Supervisor |
| **Reports to:**  | Operations Managers |
| **Department:** | Operations – City Clean |
| **Section:**  | Economy, Environmental & Culture Directorate |

### Essential Criteria

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| **Job Related Education, Qualifications and Knowledge** | * Must hold and be able to comply with the requirements of holding a full Class II LGV /HGV valid driving licence.
* In-depth Knowledge of the Operator “O” licence legal requirements relating to the role. (Level 2 qualification)
* To hold and adhere to the regulations of the Drivers Certificate of Professional Competence Card (CPC)- O licence requirements
* An in-depth knowledge of vehicle maintenance and operation of specialist refuse collection vehicles
* Must have excellent working knowledge and understanding of Health & Safety issues and the Highway Code including traffic hazards, signs and signals.
* Educated NVQ Level 3 in supervisory skills or a comparable level of knowledge gained through experience
* Knowledge of the Environmental Protection Act 1994 and waste regulations for commercial/trade premises, normal domestic household, special and bulk collections.
* Detailed knowledge of the geography of the allocated area including the types of buildings and roads and potential areas difficult to access or drive through.
* Willingness to undertake training to be qualified to drive Telehandler and Hiab
* The ability to be trained to deliver Health and Safety training relevant to day to day operations for a range of vehicles used in the Cityclean Service (training can be provided)
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| Experience | * Experience of safely and effectively driving heavy goods vehicles in all weather conditions and tight confined areas
* Experience of accurately recording driving hours either written or using IT Telematics systems for reports inspected by the Transport Manager and Driver vehicle Standards Agency (DVSA) and DVLA
* Experience of staff line management or supervising other staff in a professional manner
* Experience of delivering a flexible, customer solution focussed front line service.
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| Skills and Abilities | * Ability to complete all necessary reports and associated paperwork.
* Good written and verbal communication skills.
* Ability to prioritise work.
* Ability to develop a customer solution focused approach
* Ability to work flexibly and positively as part of a team and adapt to changing priorities.
* Ability to work in a changing environment and be able to supervise, train and coach a team through service changes.
* Ability to use a range of ICT devices that assist in effective Service Delivery
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| **Equalities** | * An understanding of, and commitment to, Equal Opportunities, and the ability to implement the Council’s policy within the context of this post.
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| **Other Requirements** | * Must be fit and healthy, able to lift heavy objects, push and pull recycling/refuse bins and be able to work outdoors in all conditions and locations.
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