Chargehand Driver LGV2 /CPC

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| About Aberdeen City Council |
| **Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.**  The [Local Outcome Improvement Plan 2016 – 2026](https://communityplanningaberdeen.org.uk/aberdeen-city-local-outcome-improvement-plan-2016-26/) (LOIP) identifies how Aberdeen City Council, together with our [Community Planning Partners](http://communityplanningaberdeen.org.uk/useful-links/), will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:   * Prosperous Economy - Aberdeen has a flourishing, thriving and successful local economy. * Prosperous People - People in Aberdeen are happy, healthy and enjoy positive life outcomes. * Prosperous Place - People experience Aberdeen as the best place to invest, live and visit. * Enabling Technology - Innovative, integrated and transformed public services.   To deliver our promises to the city of Aberdeen, our focus is on:   * Empowering staff to meet priority outcomes * Empowering the communities, we serve to be self-sufficient * Early intervention and prevention of harm to the people, place and economy of Aberdeen * Connecting with citizens, customers and partners through our use of digital * Using data and information to help us understand the demand on the Council and how we can better meet our outcomes * Being entrepreneurial - creative and innovative in how we do our business.   We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.  Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams. |
| About the Operations Function |
| This function brings together the leadership of the ACC “in house” delivery functions. It is deliberately aimed at the removal of service specific silos and behaviours, and charged with joining up our service delivery, adapting to meet demand and continuous operational improvement. |
| About the Operations & Protective Services Cluster |
| Responsible for the delivery of frontline services related to the cleanliness of the City, infrastructure services, fleet, transport, and protective services (e.g. environmental health). |
| About the **Waste and Recycling** team |
| The Waste & Recycling team work to deliver a customer focused service in the areas of Waste Collection, Waste Disposal, Waste Awareness and Waste Strategy. |

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| About the Role | | | | |
| The postholder will undertake driving (LGV) duties of waste collection vehicles in compliance with work instructions and road safety legislation. To complete allocated daily routes and to supervise the crew allocated to the vehicle. | | **Job Title** | Chargehand Driver LGV2/CPC | |
| **Pay Grade** | 9 | |
| **Location** | Altens East Recycling & Resource Facility / City Wide | |
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| Key Outcomes and Task Examples | | | | |
| The post holder will deliver: | Examples of related tasks: | | | |
| A high-quality waste collection service for the city of Aberdeen | | * Drive and be responsible for any allocated Large Goods Vehicle * Complete all relevant paperwork; eg daily vehicle defects sheet, crew sheets * Take responsibility for allocated crew members for designated task * Gives clear and relevant information and instruction to colleagues * Acts as a role model for customer service * Promotes and upholds the council’s image at all times | | |
| A service which adheres to Health and Safety / legislation etc. at all times | * Ensure that the daily scheduled work is undertaken in a safe and efficient manner for own crew * Perform duties in compliance with work instructions and road safety legislation * Respects council equipment, premises and property | | | |
| A service which strives for excellence at all times and focusses on continuous improvement | * Communicate, on a daily basis, with allocated Supervisor/Lead Chargehand Driver on their team’s situation. * Assist Supervisors/Lead Chargehand Driver to identify and resolve issues which arise with allocated team and routes * Deals proactively with customer complaints * Challenges waste and inefficiency | | | |

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| Role Requirements | |
| This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements. | |
| Minimum Qualification(s) / Certificates / Memberships etc. required | * Full current UK Driving Licence * Valid CPC Licence, Drivers Qualification Card and Digital Tachograph Card |
| As a minimum, demonstrate skills and experience in | * Leading a team to achieve set tasks * Communicating effectively both orally and in writing * Understanding instructions given and delivering a high-quality service based on these * Resolving issues and contributing to continuous improvement of service |
| As a minimum, demonstrate an understanding of | * The legal requirements, constraints and compliances to drive a Large Goods Vehicle * Health and Safety and safe working practices |
| Demonstrate commitment to | * Complying with council policies, procedures and guidelines * Respecting council equipment, premises and property * Displaying a positive approach to work * Showing respect for people at all levels |
| Other requirements | * The ability to lift heavy/awkward objects * Work the required shift pattern * Within a specified period/on an ongoing basis the postholder will be required to complete:   + CPC continuous professional development (legal requirement to retain license; 35 hours every 5 years)   + Reversing Assistant training   + Manual handling training   + Vehicle familiarisation training   + Daily vehicle compliance check training   + Driver skills assessment   + Familiarisation and understanding of “Waste Collection - Safety Handbook & Works Instruction” manual (copy issued to all employees and signed for indicating that understanding is accepted) |

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| Our Guiding Principles | |
| We are all responsible for the culture we work in, and our Guiding Principles help guide what we expect from each other: | |
| Purpose | We care about our purpose, our people and our city |
| Pride | We take pride in what we do and work to make things better |
| Team | One team, one council, one city |
| Trust | We trust each other and take responsibility |
| Value | We value each other and recognise a job well done |

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| Function | Operations | Version Date | Sept 2019 | | |
| Cluster | Operations and Protective Services | JE Number | 2831 | Capability Framework Level |  |