**Job description and employee specification**

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| **Job title:** | Charge Hand | **Location:** |  South Cerney, Gloucestershire, GL7 5UJ. |
| **Reports to:**  | Contract Supervisors | **Working hours:** | 37 Hours per week  |
| **Job number:** |  | **Salary grade:** | £30,024 - £31,022 |
| **Supervises:**  | Some supervisory responsibility |
| **Main purpose of the job:** | To assist and support the Operations Team to complete daily waste and recycling collections and safety checks. Provide guidance and instruction to site operatives ensuring compliance with relevant Healthy and Safety, Legal and Contractual obligations. Ensuring a smooth running of the site on a day-to-day basis masking sure to carry out all necessary tasks within operational requirements which may include loading or driving vehicles. |
| **Key duties and responsibilities:**  | **This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes**.**This is what we need you to do:*** Perform daily site checks to ensure safety of members of staff, contractors and members of public.
* Ensure the correct PPE is worn at all times by yourself and all other site operatives including any additional PPE required for dealing with specific waste streams.
* Operate fixed and mobile plant and equipment safely and competently following appropriate training and authorisation.
* To assist with the General Site Operations as needed, ensuring Compliance to all company Policies and practices while aiding and assisting the Contract Supervisors or the Operations Manager
* Be prepared to assist crews by loading or driving vehicles
* Adhere to all company policies and procedures including but not limited to those detailed in the operatives handbook
* To carry out other duties that may be required commensurate with general level of responsibility for the post, as required by the Contract Supervisors or Operations Manager
* To undertake stock takes, operate as front of house for operations in dealing with staff requests e.g. leave booking, PPE requests, delivery toolbox talks and the maintaining of records

**All employees of Ubico are also expected to:*** Work to add value to, and be a valued member of, the team and to be valued by customers.
* Comply with the organisation’s health and safety policies and safe systems of working.
* Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation.
* Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation.
* **Be committed to and demonstrate the values of the organisation which are to:**
* **Deliver quality** – what we do, we do well.
* **Be safe** – look out for yourself and others.
* **Do the right thing** – make good decisions and treat people with respect.
* **Care for our environment** – protect where we live and work. Strive to be cleaner and greener.
* **Work together** – communicate well and help each other.
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| **Essential requirements - qualifications, skills, abilities, knowledge and experience:**  | **Qualifications*** Full driving licence
* GCSEs (5 A-Cs or equivalent, including Maths and English)

**Knowledge and experience*** Experience working in a customer services organisation

**Skills and abilities*** Be prepared to work outdoors in all weather conditions
* Flexible approach to working hours and tasks allocated
* Ability to read and follow basic information/instructions
* Ability to work as part of a team and deal with customers, colleagues and management in a courteous, helpful and friendly manner
* Ability to use initiative and work with minimum supervision
* Ability to prioritise and meet tight deadlines, achieves results and maintains composure under pressure
* Good level of IT skills - MS Office
* Excellent verbal and written communication skills – presentation skills
* Good organisational skills
* Ability to perform Stock takes and site inspections
* Ability to respond to Health & Safety Issues
* Ability to prioritise own workload and be able to work unsupervised
* Works together with employees, colleagues and customers to resolve problems and implement change initiatives
* Leadership skills – ability to coach and mentor employees
* The ability to direct staff as required to ensure the smooth running of the site
* The ability to respond to changing priorities and report to your line manager accordingly.
* The ability to recognise required changes to the daily service delivery plan and inform your line manager accordingly
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| **Desirable requirements - qualifications, skills, abilities and experience:** | * Safety awareness certified
* Experience of working in the waste industry
* Experience of managing a team
* Good level of IT skills
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| **Special conditions:** | * A flexible approach to working hours and tasks allocated is required
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| **Date created:** | 30/05/23 |  |
| **Date reviewed:** | 11/08/25 |  |
| **Created/reviewed by:** | **Joanna Lafford**  | **Job title: Operations and Transport Manager** |

