



Job description and employee specification

Job title:	Charge Hand	Location:	South Cerney
Reports to:	Contract Supervisors	Working hours:	37 per week
Job number:		Salary grade:	E
Supervises:	Some supervisory responsibility		
Main purpose of the job:	Support operation contracts and to make sure all Health and Safety aspect of the jobs are carried		
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: • Direct site operatives according to instruction from Contract Supervisor • Liaise with external contractors and internal drivers to ensure waste is removed from site efficiently. • Perform daily site checks to ensure safety of members of staff, contractors and members of public. • Assist members of the public to sort and separate material types into the correct waste streams using best possible practices, excellent customer care and in accordance with all relevant legislation and company procedures. • Operate in accordance with company health and safety procedures at all times. • 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. • Follow management instruction ensuring compliance with all company work procedures and practices. • Keep the workplace clean, tidy and free from debris. • Operate fixed and mobile plant and equipment safely and competently following appropriate training and authorisation. • Assist with general site operations as required. • 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 the general level of responsibility for the post, as required by the Contract Supervisor or Operations Manager. 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.
Essential requirements - qualifications, skills, abilities, knowledge and experience:	Qualifications • Full driving licence • GCSEs (5 A-Cs or equivalent, including Maths and English) • Relevant professional qualification Knowledge and experience • Experience of working in a customer services organisation and dealing with people 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 • Excellent verbal and written communication skills • Good organisational skills • Problem solving skills • Prioritises and meets tight deadlines; achieves results and maintains composure under pressure • Works together with employees, colleagues and customers to resolve problems and implement change initiatives • Leadership skills – ability to coach and mentor employees • Good interpersonal skills – able to build relationships and manage conflict



	• The ability to direct staff as required to ensure the smooth running of the site. • The ability to perform stock takes and site inspections • 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
Desirable requirements -	

qualifications, skills, abilities and experience:	• Safety awareness certified • Experience of working in the waste industry • Experience of managing a team	
Special conditions:	• There may be a requirement to work at other locations to meet the needs of the business. • Expected to work reasonable additional hours in line with the needs of the service • You will need use of a car for work purposes/you may need use of a car for work purposes.	
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