

ROLE PROFILE



Role profile		
Title	Weighbridge Operator	
Grade	GRADE C	
Reference:	N345	
Reports to:	Weighbridge Supervisor	
Work style Definition	Fixed base office worker	
Job Type	Frontline Worker	
Primary purpose of role	To undertake the effective operation of the Council's weighbridge facility in accordance with site procedures, contributing to a cleaner city environment.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Customer service – act as first point of contact for customers. (60%) Enforcement – ensure accepted waste is in accordance with current waste legislation (EPA Duty of Care), the environmental permit and site regulations. (20%) IT – record vehicle type, waste and account data and check and input statistics. (10%) Administration – support to managers and colleagues (5%) Finance – ensure appropriate payments are received. (5%) 	Role measures <ul style="list-style-type: none"> Customer satisfaction Minimal customer complaints Compliance with legislation Low risk of prosecution by the Environment Agency for breaching the EPA Adequate stock and supplies available Accurate financing No security issues No Reportable accidents
Key activities	<ul style="list-style-type: none"> Deal with customers one to one and over the telephone and responding to queries (30%) Check and question customer details and paperwork to ensure all correct and in line with their legal responsibilities, providing help and advice to customers to ensure correct details are provided on future visits (30%) Enforce site regulations and waste acceptance protocols (10%) Handle cash, raise requisitions, order office supplies, undertake daily banking duties and pay in cash (10%) Produce letters, reports, statistical and confidential information (5%) Data input vehicle types, waste and account data and check and input statistics 	



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<p>(5%)</p> <ul style="list-style-type: none"> Utilise IT for card payments and the internet for checking the validity of Waste Carriers Licences/charitable status (5%) Consider implications/careful decision making to ensure compliance with relevant legislation (5%) Ensure customer standards are adhered to at all times Carry out other duties appropriate to the grade of the post.
Essential qualifications/ knowledge	<ul style="list-style-type: none"> 2 GCSE's (Grade C and above) or equivalent in Maths and English NVQ Level 2 in Business Administration or demonstrable experience
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> Knowledge of weighbridge and/or waste management Prepared to work towards NVQ level 2 in Weighbridge Operations Public weighing certificate Knowledge of the section of the Environmental Protection Act covering Duty of Care Knowledge of health and safety in an operational environment Knowledge of Microsoft packages.
Essential experience	<ul style="list-style-type: none"> Reasonable experience in cash handling/banking Reasonable experience of dealing with customers and members of the public.
Desirable experience	<ul style="list-style-type: none"> Experience in working within an internal quality management system.
Essential skills	<ul style="list-style-type: none"> Judgement skills required to solve straightforward problems relating to customer needs and offering alternatives and solutions, using discretion as to whether to allow waste disposal or not. Communications skills required to exchange information with staff and members of the public, where some tact may be required. Keyboard and ICT skills required for database input and retrieval, correspondence, spreadsheets, internet, sending and receiving emails, writing reports and purchasing duties.
Corporate standards <ul style="list-style-type: none"> In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	

