

UTTLESFORD DISTRICT COUNCIL

JOB PROFILE

Designation: LGV Driver

Post Number:

Directorate: Operations

Division: Street Services Section

Reporting to: Street Services Supervisor

Located: Dunmow/Saffron Walden
Depots

OVERALL PURPOSE OF JOB

(summary in no more than two or three sentences)

- 1 To collect materials from properties and deliver to appropriate sites.
- 2 To work with the team to deliver the services in an effective, safe manner and support the wider operations of the Council.

JOB DESCRIPTION

Key Responsibilities

- 1 To drive a heavy goods vehicle where directed, collecting materials and loading onto vehicle.
- 2 To discharge collected materials to appropriate sites.
- 3 To work with and lead any other members of the vehicle team to achieve a timely service that meets customers needs.
- 4 To respond to people in the community with respect and consideration.
- 5 To take every due care to maximise safety when operating vehicle and to take appropriate care of equipment and vehicle.
- 6 To complete daily checks and cleaning of the vehicle.
- 7 To care for and use the protective clothing provided, when appropriate.
- 8 To ensure health and safety requirements are complied with at all times.
- 9 To undertake further training as required to fulfil the needs of the service.
- 10 To keep your manager up to date with any areas of concern.
- 11 To undertake any other duties which may reasonably be within the competence of the post holder or the scope of the post.

The above duties and responsibilities give a broad outline of the functions of the post. However by necessity, these duties must be approached in a flexible manner to accommodate the changing needs and demands of the service provided by Uttlesford District Council. The post holder will be expected to adapt to changing circumstances and therefore the outline of duties may change from time to time.

OPERATING ENVIRONMENT

The post holder will be expected to follow the council policies and procedures and act in a flexible, co-operative and professional manner at all times, assisting colleagues to maintain an effective and efficient service delivered economically. The post holder will also be expected to operate within corporate standards of performance and security. In addition, the post holder will be expected to contribute to the general tidiness and housekeeping and ensure a safe working environment is maintained.

PERSON SPECIFICATION/SELECTION CRITERIA

The following person specification lists the criteria that have been agreed for the person we are seeking to recruit. These criteria will be used for the short-listing of applications. **It will help your application, therefore, if you can provide information on the application form of your experience ability to meet the criteria** either through your previous employment, social activities or in the home.

1 Knowledge

- Alert, attentive and able to work without risk to the health and safety of self and others.

2 Skills

- Self-motivated and able to work without direct supervision.
- Able to complete daily checks on vehicle and report defects/concerns.

4 Qualifications/Training/Experience

- Valid UK, LGV 2 driving licence
- Proven experience of recent LGV driving
- Ability to work effectively and productively within a small team.
- Prepared to undertake further training as required to fulfil the needs of the service.

5 Circumstances

- Physically fit, agile and in good health. Able to complete repetitive lifting.
- Respectful and considerate of people and property in the community.
- Able to work Saturday following a bank holiday.
- Able to work a share of weekends when required.
- Able to work overtime where required to ensure completion on round (within reason).

COMPETENCIES

These criteria will be used for selection during the Interview process

1. Competency - Self Awareness and Control

- Contains**
- **Self Awareness**
 - **Self Discipline and Organisation**
 - **Self Control**
 - **Integrity**
 - **Priority Management**

- Measures**
1. Usually demonstrates awareness of own personal strengths and weaknesses and understands how these impact on others.
 2. Manages own stress, remaining objective and stable in stressful situations, and accepting criticism without becoming hostile or over-defensive.
 3. Manages time and prioritises normal and occasionally unusual work over a day or work period in an effective and productive way. Reports difficulties and suggests ways of overcoming them.
 4. Displays tenacity in coping with disappointments and setbacks.
 5. Maintains high ethical standards both personally and professionally; shows integrity and is reliable and trustworthy.
- OR
6. Demonstrates awareness of own personal strengths and development needs, understands the impact of these on others, and takes action to modify own behaviours accordingly.
 7. Manages time and prioritises work in an effective and productive way.
 8. Manages own stress, remaining objective and stable in stressful situations, and accepting constructive criticism.
 9. Displays tenacity in coping with setbacks and perseveres in the face of adversity.
 10. Maintains high ethical standards both personally and professionally; shows integrity and is reliable and trustworthy.
 11. Observes and implements the information security and communication policy, standards and procedures.

2. Competency - Personal Effectiveness and Self Development

- Contains**
- Drive and Energy
 - Flexibility, Adaptability and Creativity
 - Assertiveness and Influence
 - Innovation
 - An Open Mind
 - Decisiveness
 - Self Development and Continuous Learning
 - Awareness of Risk Management Issues
- Measures**
1. Takes the initiative in suggesting how to move things along in a positive way.
 2. Displays a high level of personal drive and energy.
 3. Usually demonstrates awareness of own personal strengths and weaknesses.
 4. Seeks out and acts upon feedback on own performance, adopting a 'learning attitude' to all work activities.
 5. Maintains high ethical standards both personally and professionally; shows integrity and is reliable and trustworthy.
 6. Works creatively, coming up with new and imaginative ideas, within own work area.
 7. Consults with manager and makes firm and well-considered decisions about courses of action.
 8. Demonstrates knowledge and awareness of personal responsibilities in the areas of risk management and health, safety and welfare, both in terms of self and others.
- OR
9. Seizes opportunities and takes the initiative in moving things along in a positive way.
 10. Works creatively, coming up with new and imaginative ideas, and collaborating with others to identify fresh approaches.
 11. Displays assertiveness and independence of thought and action without over-stepping agreed boundaries.
 12. Influences the attitudes and opinions of others, gaining their agreement through persuasion to ideas, proposals and courses of action.
 13. Makes firm and well-considered decisions about ideas and courses of action within realistic timescales.
 14. Consistently seeks out and acts upon feedback on own performance, adopting a 'learning attitude' to all work activities.
 15. Is self reflective and takes action to enhance performance accordingly.
 16. Takes responsibility for own development, actively pursuing learning and (career) development opportunities.
 17. Seeks to improve information technology skills as appropriate to the role, makes effective use of the intranet and internet, always checking the quality of information sourced externally, and takes up training at the appropriate time

3. Competency - Analysis and Judgement

Contains

- **Information Gathering**
- **Problem Analysis**
- **Problem Solving**
- **Judgement**

Measures

1. Breaks a problem down into its constituent parts, sees the 'wood from the trees' and the relationships between issues.
2. Aware of information sources and how to get the information needed.
3. Seeks out relevant information for problem solving and decision making, consulting with others as necessary
4. Contributes to and makes sound decisions based on consideration of all the facts and alternatives available.
5. Draws sound conclusions from information available, makes use of logic and contributes to imaginative solutions.

OR

6. Uses established procedures to break complex problems down into parts and can relate the parts to each other within the team. Can fit into the wider picture of the service
7. Aware of a wide range of information sources both internally and externally connected with work of section and able to get the information needed without direction of manager.
8. Makes rational, realistic and sound decisions based on consideration of all the facts and alternatives available
9. Draws sound inferences from information available, makes use of logic and creates/contributes to imaginative solutions.
10. Adopts a flexible and creative approach, redefining problems in the light of information gathered or changes in context.

6. Competency - Customer/Client* Orientation

**Please note: Customers/clients can be 'internal' within the Council as well as those to whom the Council provides a service*

Contains

- **Understanding Customer/Client Needs and Expectations**
- **Developing and Using Customer/Client Service Standards**
- **Awareness of Equality and Diversity Issues in Service Delivery**
- **Providing Valued Services**
- **Using Customer/Client Feedback in Continuous Improvement**
- **Commercially Astute**

Measures

1. Is constantly mindful of equality and diversity issues in providing services, and seeks to avoid unwitting discrimination.
2. Promotes and gives a positive image of both the Council and own Service.
3. Seeks out and listens to the needs/views of a wide range of customers/clients, including difficult customers, accurately summarising and checking for understanding & reacts in an appropriate way.
4. Achieve customer service standards, reporting occasional exceptions to supervisor, identifying reasons and making suggestions for improvement.
5. Seeks occasional feedback from customers about some services provided and reports this to line manager.
6. Appreciates the demands and approach of private sector organisations.
7. Considers the implications of customer/client views on business plans and services being provided, and discusses these with manager.

OR

8. Helps develop clear customer service standards and ensures that self and other staff work to these.
9. Seeks out and listens to the needs/views of a wide range of customers/clients.
10. Considers the implications of customer/client views on business plans and services being provided, and modifies/recommends changes to these as appropriate.
11. Ensures employees work to customer service standards.
12. Is constantly mindful of equality and diversity issues in providing services, and seeks to avoid unwitting discrimination.
13. Provides services which have been designed to meet customer needs and expectations, and which conform to the highest professional standards, within a framework of accountability to stakeholders.
14. Seeks regular feedback from customers about services provided and uses this to undertake/recommend continuous improvement to services.
15. Understands the dynamics of working with private sector organisations.
16. Understands the importance of accurate management information and data in providing and monitoring services.

12. Competency - Professional and Technical

Contains

- **Relevant Planned Experience**
- **Qualifications to do the job**
- **Continuous Professional/Technical Development**
- **Planned Career Development**
- **Awareness of similar roles in other organisations**

Measures

1. Works to the professional/technical standards required by the job including National Standards where appropriate. Also works within the Council's framework of policy and practice including those on equality and health and safety.
2. Is Professionally and Technically at the leading edge and uses this knowledge effectively within job.
3. Has the necessary experience to undertake the job effectively or shows good progress in gaining it in a planned way.
4. Has a knowledge of the wider context in which own professional/technical function is applicable to own job.
5. Keeps up to date and responds to developments and change in own job area.
6. Engages in career development and Continuous Professional Development.

OR

7. Possesses the necessary experience, or is actively gaining it in a planned way, in order to undertake the role effectively.
8. Possesses, or is studying for, qualifications or equivalent appropriate expertise relevant to the competent performance of the job.
9. Engages in continuous development activities, thus responding to constant changes caused by internal and external factors, and developments in own job area.
10. Maintains a position at the leading edge of own professional/technical function, applying this effectively within the organisation.
11. Considers own career development options periodically in conjunction with the supervisor/line manager; makes informed choices about possibilities and development needed.
12. Keeps abreast of what colleagues in similar roles in other organisations are doing, networking and adopting ideas as appropriate.
13. Has sufficient knowledge of broader context in which own professional/technical function is applied to perform effectively in own job area.