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BY APPOINTMENT TO
HER MAJESTY THE QUEEN
WASTE MANAGEMENT SERVICES
CHANGWORKS RECYCLING
EDINBURGH

JOB INFORMATION PACK

This pack contains the following information:

- Job details
- The application process
- Contact details
- About the role
- Job description
- Person Specification
- Additional background information

Job Details

Job title	Trainee Recycling Service Operative
Job reference	TRSOglasgowJan21

The application process

Application by	Online portal with CV
Application deadline	Friday 12th February 2021
Interview date	TBC
Interview location	TBC

Contact details

Completed applications for this job	recruitment@changeworksrecycling.co.uk
General enquiries about this job	recruitment@changeworksrecycling.co.uk

About Changeworks Recycling Ltd and the role

About Changeworks Recycling Ltd

Changeworks Recycling Ltd provides high quality recycling and waste management services to Scottish businesses. We have been instrumental in shaping business recycling in Scotland, most notably with our influence on the introduction of the Scottish Waste Regulations (2012).

We provide an exceptional, needs-based tailored separate collection service that manages our clients waste as a resource, enabling them to become more competitive by reducing waste, carbon, and costs.

Every client is taken on a journey from design, implementation, performance measurement, analysis and review, through to waste prevention, and with full waste and resource value managed by Changeworks Recycling Ltd, resource efficiency.

Our service is award winning - we aim to be regarded as a centre of excellence, an aspiration fulfilled by the quality of our staff and demonstrated in our business delivery.

Visit our website www.changeworksrecycling.co.uk for further information.

The Role

Changeworks Recycling Ltd's business model demands high and exacting standards of service delivery. Achieving an exceptional level of service on a day to day basis to all our clients across central Scotland relies on strong teamwork and all staff to uphold our values.

As a Trainee Recycling Service Operative, you will be the face of Changeworks Recycling Ltd. You will be able to demonstrate an excellent commitment to customer service and have a flexible, friendly, and enthusiastic attitude to your work. You will have the ability to organise your workload and work to tight deadlines, working equally well as a team member or on your own.

By driving and delivering the service you will complete around 80 collections a day, you will require a good geographical knowledge of Glasgow and be able to use PDA technology.

The basic hours of work are 40 hours however due to the nature of the position a flexible approach will be required.

Job Description

Job title	Trainee Recycling Service Operative
Salary and grade	£20,961 rising to £22,930 on completion of 3-month probation period, plus 5% employer pension contribution and generous benefits package.
Location of job	Edinburgh
Hours and terms	40 hours per week over a seven-day shift rotation. Permanent
Holiday terms	32 days per annum plus 3 public holidays

General terms and conditions

Responsible to	Team Leader
Responsible for	N/A

Purpose of the job Recycling Service Operator	To ensure exceptional levels of service are achieved whilst meeting Changeworks Recycling Ltd objectives. The focus is to deliver recycling collections to Changeworks Recycling Ltd clients in a friendly and efficient manner.
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Main tasks and activities

To complete to a high standard the Changeworks Recycling Trainee Recycling Service Operative criteria within a 3-month probation period:

- Ability to organize your day to complete your daily workload in a timeous manner.
- Achieve accurate and consistent reporting on PODfather, with full knowledge of all closure codes.
- Daily reporting with line manager, supporting other team members when directed by line managers.
- Ensure CWR issued uniform is always kept clean and presentable.
- To carry out a full and thorough vehicle check before any commencement of driving, recording or rectifying any vehicle faults as they appear.
- Understand individual contribution towards business achieving high quality and high capture, route efficiency and client retention.
- To wear and maintain issued PPE, understanding on when this should be worn and for what material.
- To follow warehouse safety rules and any other site rules out with normal operating bases.
- Demonstrate a safe and competent standard when loading and unloading of CWR vehicles
- To demonstrate CWR driving standards including Vehicle heights policy, Biofuel use, correct use of tail lifts and roadside breakdown and puncture procedures
- Ability to uplift clients waste types in a safe manner whilst demonstration correct manual handling techniques
- Establish a rapport with clients from the beginning, with a sound knowledge of the importance of –
 - a) customer service
 - b) first impressions
 - c) exceed customers' expectations
 - d) communication skills

Person specification

Please be prepared to demonstrate how you meet the following criteria in your application.

Skills	Essential	Desirable
Excellent verbal communication.	✓	
Structured organisational and time management and skills.	✓	
Analytical and methodical approach to problem solving.	✓	
Ability to take decisions when appropriate and work in an unsupervised manner.	✓	
Personal attributes		
High expectations of maintaining and continually improving own professional standards.	✓	
Maintain a personable yet professional and positive outlook with clients at all times.	✓	
Ability to work alone and as part of a team.	✓	
Knowledge		
Proficient use of PDA technology.		✓
A good geographical knowledge of Edinburgh and/or Glasgow.	✓	
Other		
HGV Class 2		✓
A commitment to equal opportunities and social diversity.	✓	

Decisions made by the postholder

- N/A

Key contacts

- Internally: team members and other Changeworks Recycling Ltd employees

Complexity

The post holder must be able to:

- Manage a busy workload.
- Demonstrate flexibility and versatility.
- Keep abreast of the latest legislative, competitor and technological developments.

Special conditions

- This job description is illustrative, other tasks and responsibilities appropriate to the Grade may be added in consultation.