



Role Profile

Waste Collector

Service Delivery – Waste & Recycling

Role Profile: Waste Collector	Role Profile Number: SBC_10359
Directorate: Service Delivery Waste & Recycling	Reporting to: Waste Officers
Grade: CFL 2	Date Prepared: 11/09/2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

To maintain a high standard in the collection of domestic waste and recycling.
To promote recycling to encourage participation to achieve 50%.
Visit and collect refuse and recycling from upwards of 1000 properties per day.

Key responsibilities and accountabilities:**Key Accountabilities:**

1. Ensure all waste is loaded into the vehicle in a considerate, safe and proper manner to comply with all relevant health and safety procedures.
2. Role demands a high amount of physical and repetitive working.
3. Report daily to the supervisor at the start and finish of every shift.
4. Compile any relevant paperwork and ensure that it is placed for easy retrieval when required.
5. Identify the reason of non-collection of waste materials to the driver.
6. Identify and sort different acceptable materials and ensure they are placed in the correct hopper to maintain a constant clean level of recycling material.
7. Maintain mandatory training and establish any training and discuss needs with line manager.
8. Employee is responsible to demonstrate and advise skills and relevant procedures (Assisted Collections) to new starters and temps and assist and monitor until the crewmember reaches the required standard. .
9. To be aware of any potential conflicts with the public or property whilst assisting the driver in reversing of the vehicle and to be aware of you're surroundings.
10. Maintain a considerate and courteous manor to all customers at all times.
11. Report any accident damage, or near miss to property, persons, the vehicle and/or containers as soon as possible to the driver.
12. Operate vehicle/plant machinery in the manner it was intended, observing and carrying out all safety regulations/procedures.
13. Maintain complete customer care whilst collecting and ensure all gates are closed and any spillage is cleared up.
14. Ensure that any identified personal training needs are discussed with immediate supervisor.
15. To maintain the A card list for the round and provide the highest level in customer care in line with Service standards.
16. Establish the route with the driver to maintain the regular and reliable collection of waste.
17. Duties may entail working outside normal working hours, including weekends and bank holidays for which the appropriate allowance will be paid.
18. To be fully aware of your surroundings ensuring the well being of members of the public, Other highway users, Pedestrians, Cyclists, Children, Other Team Members this is required at all times throughout the working day.

Supplementary Accountabilities:

In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to

comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Potential Risks

- Potential for exposure to needles aggression, Injury, disagreeable or unpleasant hazards.
- The use of PPE, Health and Safety
- High potential of exposure to hazardous materials due to hazardous waste being disguised in bags and not disposed correctly (Asbestos, needles, clinical waste and chemicals).

Decision Making:

- Identifying different acceptable materials
- Risk assess the safe collection of waste types
- Identify and sort different acceptable groups of materials.

Contacts and Relationships:

- Verbal contact with SBC employees.
- Verbal contact with Public.
- To be tactful and provide general advice and guidance to the public.
- Demonstrate an enthusiastic approach and constantly look for improvements to performance and service.

Creativity and Innovation:

- To suggest and devise improvements for delivery.
- Better use of labour, transport, material.
- To be encouraged to suggest improvements in how the task is achieved
- Determine what needs to be done and doing it, demonstrating resilience and persistence in the face of obstacles and setbacks.

Job Specific Competencies:

- Ability to weigh up and assess a situation in the light of previous experience and knowledge and identify and take appropriate course of action.
- Ensures workload is managed to maximise use of time and resources available and ensure all critical tasks are undertaken.
- Highly developed sensory awareness to ensure the safety of staff and public.
- Be able to use coordination in sorting recyclable to ensure a clean reusable product is maintained.

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
Have or working towards NVQ2 waste management	D
Knowledge and Experience:	
- Experience of collecting and recycling waste materials - Appreciation and understanding of Health & Safety - Experience of working in and around the Swindon Borough	E E D
Aptitudes, Skills and Competencies:	
- Basic numeracy and literacy skills - Ability to provide general advice and guidance to the public - Ability to follow straightforward policies and procedures	E D E
Special Conditions of Recruitment:	
Be available to work all bank holiday excluding Christmas and Boxing day	E
Able to work in the following environment as a requirement for the role: - Outside and internal works. - Working in unpleasant conditions (cold, heat, rain, ice, snow) - Hazardous Conditions will exist at times. - Early Morning start working in dark - Working outside of normal working hours maybe required as work dictates.	E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

