

Job Description & Personal Specification

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| Job title | Site Operative (HWRCs) | Date: Mar 2026 |
| Reports to | Site Lead / Duty Manager | |
| Contract/department | Materials and Haulage | |
| Location | Cheshire West and Chester (any location as may reasonably be required) | |
| Tier | Operative | |

Job Purpose

The Site Operative supports the safe, efficient and customer-focused operation of Household Waste Recycling Centres (HWRCs).

The Site Operative plays an important role in maintaining high standards of health and safety, environmental compliance, site presentation and customer service. All duties must be carried out in accordance with approved procedures, site rules and safe systems of work.

The Site Operative works under the direction of the Site Lead and must only undertake tasks for which they are trained, competent and authorised.

Principal Accountabilities

- **Customer Service and Public Interaction:** Support the delivery of a positive customer experience by providing clear guidance and assistance to members of the public using the HWRC. Maintain a professional, helpful and respectful approach when interacting with site users and support the safe movement of vehicles and pedestrians across the site.
- **Operational Support:** Carry out site duties as directed, including materials handling, sorting support, and housekeeping activities in line with procedures and safe systems of work.
- **Collective Team Performance:** Work collaboratively with colleagues to maintain safe working practices, productivity and material quality. Take shared responsibility for team conduct and adherence to agreed procedures.
- **Material Handling and Quality:** Support the effective segregation and processing of recyclable materials in line with site requirements and contamination standards. Escalate quality concerns where identified.
- **Equipment Operation:** Operate equipment only where trained, competent and authorised to do so. Complete daily checks and defect reporting using approved systems and processes.
- **Health, Safety and Compliance:** Follow safe systems of work at all times, including PPE requirements, traffic management controls, machinery exclusion zones and site safety rules. Challenge unsafe practices and report hazards, near misses or incidents immediately.
- **Incident and Near Miss Reporting:** Promptly report accidents, incidents, near misses, damage or unsafe conditions using approved systems and cooperate fully with investigations and follow up actions.
- **Housekeeping and Site Standards:** Maintain high standards of housekeeping across the site. Support a clean, organised and safe environment that reflects the professional operation of the facility and supports effective service delivery.

- **Fitness to Work:** Attend work fit for duty and only undertake duties for which appropriate training and authorisation has been given. Do not operate plant or equipment you are not competent to use.
- **Systems and Reporting:** Use approved operational systems to record plant checks, defects, incidents and operational activity. Do not use informal or unauthorised systems or workarounds.
- **Time and Attendance:** Attend work as rostered, follow agreed start and finish times and breaks, and accurately record working time in line with approved processes. Participate in required briefings and debriefs.
- **Operational Flexibility:** Support operational resilience by working flexibly across Household Waste Recycling Centres and other operational environments where trained and authorised, and in line with business need.
- **Adhere to approved policies and procedures:** Ensure work is delivered in line with CMS and ISO standards and take personal responsibility for handling personal and sensitive information in line with legislation and organisational requirements.

Person Specification

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| Qualifications | <ul style="list-style-type: none"> • Basic literacy and numeracy skills sufficient to follow instructions and undergo training. |
| Experience | <ul style="list-style-type: none"> • Experience working as part of a team in a safety critical environment (desirable) |
| Skills and Aptitudes | <ul style="list-style-type: none"> • Ability to work effectively as part of a team with shared responsibility • Ability to follow instructions, procedures, and safe systems of work • Professional and respectful approach when interacting with colleagues and the public • Reliable, punctual, and committed to high standards of service • Experience working as part of a team to achieve productivity and quality standards. |
| Other Requirements | <ul style="list-style-type: none"> • Reflect Our Values through your actions and behaviours. • Willingness to work flexibly across operational roles and locations • Commitment to health, safety, compliance, service quality, and community impact • Undertake such work as may be required from time to time, consistent with the principal responsibilities of the role • Willingness to working outdoors or in an operational environment |