


JOB DESCRIPTION

Position/Title	Weighbridge Operator	
Department	Weighbridge	
Location	Station Road, Blackrod, Bolton	
Hours	45 hours per week, Monday to Friday (shifts between 6.45am and 6.00pm, on a rota basis with other members of the team 1 in 4 Saturdays 7.00am to 12.30pm are also required)	
Job Banding	Band 2	
Reports to	Weighbridge Supervisor	
Accountable to	Head of Commercial & Planning	
Other Key Relationships	Operations Director Operations Manager Waste, Commodities & Planning Manager Yard Supervisors Waste Account Managers Logistics Planners	Customers, Hauliers and Suppliers Transport Manager Finance Team Drivers Yard Team Health, Safety & Compliance
General Summary	<p>To ensure that all vehicles are accurately and efficiently weighed and processed on arrival to and upon exit of the site, in accordance with all Company policies, and in compliance with all statutory regulations.</p> <p>To work in partnership with the transport, yard, and finance teams to achieve the best results for compliance and customer service.</p>	
Core Responsibilities	<ul style="list-style-type: none"> Operate the weighbridge systems in accordance with waste management regulations and Company policy and procedures. Follow set processes to ensure that the weighbridge is opened/closed correctly and effectively. Operate the weighbridges effectively, accurately logging all vehicles and weights entering/leaving the site. Direct vehicles to the appropriate loading/unloading areas, working with the relevant yard staff to ensure that traffic flows effectively at all times. Check incoming loads and documentation, ensuring compliance with site licence and permitted waste types, reporting any anomalies/errors/contamination to the appropriate staff immediately. Complete daily and weekend checks as required, and as part of expected standards and KPIs. Ensure that vehicles have the necessary paperwork for forward movements from the site to destination. Complete appropriate documentation, in accordance with legal guidelines. Communicate effectively with the team using radios, telephone and email system. Liaise with yard staff regarding grades of product and quality of loads. Liaise with the Planning & Commercial office to manage daily scheduled loads. Liaise with Credit Control directly with regards to customer credit account queries. 	

	<ul style="list-style-type: none"> • Deal effectively and professionally with all queries from drivers and customers, taking ownership for resolving any issues proactively or directing to other members of the team where necessary. • Take cash/card payments in accordance with Company processes and data protection regulations. • Ensure that all Company Health and Safety policies are always followed. • Always deliver outstanding front-line customer service. • Conduct site inductions for all new customers, ensuring they are aware of site rules, and distributing information and guidance accordingly. • Report any Weighbridge defects, issues or damages as per procedure to the relevant staff member in a timely manner. • Ensure the Weighbridge and Weighbridge office is kept clean, tidy and hazard free, and is presented in a professional manner. • Assist with general administrative duties, such as answering phones and directing calls. • Ensure all activities are 100% customer focused. • Any other duties commensurate with role as requested by the Weighbridge Supervisor and/or Head of Planning & Commercial and/or Waste. Commodities & Planning Manager.
Health and Safety	<ul style="list-style-type: none"> • All individuals have a responsibility, under the Health and Safety at Work Act (1974) and any subsequent regulations, to ensure that the Company’s health and safety policies and procedures are complied with to maintain a safe environment for our employees, customers, and site visitors. • Challenge staff and site visitors who do not follow the site safety procedures. • Assist in maintaining the health, safety, and welfare of people (including yourself) • Follow the Company guidelines in reporting faulty or defective equipment. • Ensure all staff, customers and visitors are wearing the appropriate PPE. • Report any risks or near misses to the Health, Safety & Compliance Manager.
Personal and Professional Development	<ul style="list-style-type: none"> • Undertake any necessary activities to ensure that your own professional qualifications are maintained. • Ensure ongoing personal and professional development by participating in performance reviews as requested. • Identify and undertake activities to develop knowledge, skills and understanding where any gaps have been identified.
Confidentiality and GDPR	<ul style="list-style-type: none"> • All staff must maintain the confidentiality of information about the Company, employees, or our customers in accordance with the Data Protection Act 2018. • Individuals must not, without prior consent disclose any information relating to the Company, employees, or our customers.
Governance	<ul style="list-style-type: none"> • Support the Company to work within the specific regulations such as governance and frameworks for the industry.
Policies and Procedures	<ul style="list-style-type: none"> • All employees and site visitors are required to comply with the policies and procedures in place at J. Dickinson & Sons (Horwich Ltd), without exception.
Company Values	

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Good standard of education, including GCSE or equivalent in English and Maths	
EXPERIENCE	Previous experience in waste/transport/logistics Proven experience working in a similar role in a fast-paced, busy environment.	Experience within the recycling, waste or comparable plant industries
SKILLS & KNOWLEDGE	<p>Good organisational skills, with the ability to prioritise work and manage multiple demands</p> <p>Ability to work effectively, and to meet deadlines, in a fast-paced, high-volume operation</p> <p>Excellent communications skills with the ability to build good working relationships, both internally and externally</p> <p>Able to work proactively, independently and on own initiative</p> <p>Good numeracy, literacy and IT skills</p> <p>Good attention to detail, thorough and accurate</p> <p>Good problem-solving skills</p> <p>Adaptable and able to work effectively as part of a team</p> <p>Extremely customer-focused with a good manner, both in-person and on the telephone</p> <p>Ability to work collaboratively with other areas of the business to maximise productivity</p> <p>Ability to work under pressure while remaining calm and resilient</p> <p>A willingness to adapt and develop skillsets and knowledge</p> <p>Able to react quickly and positively to instruction from senior management</p>	<p>Understanding of waste management industry and related legislation</p> <p>Knowledge of Waste Logistics system</p>
OTHER	<p>Well presented with a confident and professional manner</p> <p>Demonstrates commitment to own learning and development</p> <p>Relentlessly pursues the highest standards of performance required to deliver the best results for the company</p> <p>Reliable, punctual and good levels of attendance</p> <p>Positive attitude to change and the need for flexibility in planning and behaviours</p> <p>Takes personal accountability for delivering tasks as instructed</p> <p>A commitment to the values of J. Dickinson & Sons</p>	