



### **Job Description**

**Job Title:** Emergency Logistics Technician

**Reports to:** Emergency Logistics Team Leader

**Team:** Emergency Planning

**Location:** Clydach

**Qualifications:** Current driving licence valid for HGV Class 1 (new classes C & E) experience with telehandlers, hook loaders and vehicle mounted cranes, pumps and generators would be an advantage

**Grade/Band:** Band 4

#### **As a member of the Emergency Planning Team you will:**

- Support the Emergency Logistics Team Leader in delivering an efficient and effective service
- Work closely with the Operational field teams and Emergency Logistics team to ensure seamless service to customers 24/7, with no avoidable failures in service delivery.
- Work closely with Waste Water field teams and Emergency Logistics team to ensure seamless service to customers 24/7, with no avoidable failures in service delivery.
- Support the business during events and incidents

#### **As Emergency Logistics Technician you will:**

- Provide 24 hour Logistical Support to Waste and Clean Water Staff during events/Incidents by taking part in an out of hours standby rota and having flexible working hours. Shift working may be required.
- Liaise with service providers to deploy manpower, vehicles and equipment to ensure a seamless service to customers 24/7, with no avoidable failures in service delivery.
- Organise and manage logistics activities during events/incidents and planned work e.g. deployment of plant, ensure shift patterns are in place for drivers etc.
- Work closely with other teams to minimise the impact on customers and return to normal service as soon and as efficiently as possible.
- Manage tankering activities to comply with Tankering Best Practice and Hygienic Practices.
- Ensure procedures and activities undertaken comply with all Health and Safety legislation and DCWW Health & Safety policies in maintaining a safe working environment.

## Principal Accountabilities

- Accept calls for assistance from operational colleagues
- Advise on the resources required for dealing with incidents with the operational teams
- Plan and deploy the appropriate manpower, vehicles, plant and equipment as appropriate to the operational incident e.g. overland mains, pumps and generators
- Make arrangements with external suppliers for additional resources e.g. drivers, vehicles and any other equipment required
- Ensure the use of contract drivers complies with all company procedures
- Plan for continuity of service until the incident is closed
- Initial response to ensure compliance to all company compliance targets, CML times
- Complete hand over instruction on use of any equipment delivered
- Work with team members to recover and maintain equipment in readiness for future incidents
- The knowledge and competency to utilise all emergency equipment held within the Emergency Logistics. E.g. lorry mounted cranes, hook loader, generators, pumps, oil booms etc.
- Maintain Vehicles, Plant and Equipment in a state of readiness and in accordance with company and legislative requirements and to provide a professional image for customers including routine chlorination of emergency equipment e.g. tanks & bowsers
- Carry out simple maintenance such as hose replacement and topping up of lubricant levels etc.
- Carry out routine daily checks on vehicles in order to comply with Road Traffic Act requirements and to ensure compliance with DCWW Operators Licence.
- Accurately report and record defects. Record nil defects and action defects immediately.
- Understand servicing and plating issues so that it is known when equipment will be unavailable.
- Assist in the identification of hazards and work to reduce these hazards.
- Ensure compliance with the company H&S policy including lone working.
- Comply with the Work time Directive.
- Ensure compliance with the statutory requirements for driving hours.

<u>Experience, Qualifications and Skills</u>	<u>Assessment Method</u>		
	<b>A</b>	<b>I</b>	<b>T</b>
Possess a Class C & E driving licence (HGV Class 1)	X	X	
An understanding of Health and Safety Procedures related to Water Network and the equipment used within the Emergency Logistics	X	X	
Be an able to effectively communicate with Supervisors and Field Teams	X	X	
To be able to work to a high standard within a pressured situation	X	X	
Experience with telehandlers, hook loaders and vehicle mounted cranes, pumps and generators would be an advantage			
To be able to undertake direct instructions as well as being able to think strategically under one's own initiative	X	X	
The ability to work cooperatively and to drive delivery of Emergency Logistics in operations	X	X	
Ability to travel as job requires	X	X	

**Key:**

A – Assessed via application form

I – Assessed at interview

T – Assessed using psychometric / ability test

**Key Relationships****Internal**

- Waste and Clean field and Supervisor teams
- Capital Partners

**External**

- Framework contractors and suppliers/service providers
- Other Water Companies –mutual aid

<b><u>Competencies</u></b>	<b><u>Assessment Method</u></b>		
	<b>A</b>	<b>I</b>	<b>T</b>
<b>Achievement Motivation</b> - The drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes.	X	X	
<b>Communication skills</b> – The drive and ability to exchange appropriate information with relevant people at the right time. The desire and skills to seek first to understand as well as to be understood. To be as open as confidentiality allows.	X	X	
<b>Creativity/innovation</b> – The ability to look at issues from a broad perspective, to come up with imaginative solutions, and to identify innovative alternatives to typical, unusual or difficult situations or problems.		X	
<b>Critical Thinking</b> - The ability to gather, understand, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly.	X	X	
<b>Ownership and reliability</b> – The readiness to take responsibility for projects or issues and to be accountable for their timely delivery and quality. The capacity and motivation to fulfil consistently any undertakings made. The habit of never letting people down, or promising what can't be done.	X	X	
<b>Resource / Project Management</b> – The ability to establish an appropriate course of action, either for oneself or for others, and to manage all resources (to include people, budgets, contracts, systems and processes) effectively, in order to achieve an objective.		X	

If you wish to apply please complete an application form and return it to [recruitment@dwrcymru.com](mailto:recruitment@dwrcymru.com) by DATE.

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