

## Person Specification

|                           |   |
|---------------------------|---|
| <b>Position Title</b>     | <b>Waste and Cleansing Driver/Crew Leader</b> |
| <b>Division / Section</b> | <b>Waste Services</b>                         |
| <b>Service Area</b>       | <b>Place</b>                                  |
| <b>Responsible To</b>     | <b>Waste and Cleansing Supervisor</b>         |

### Person Specification

|   |  |           |
|---|--|-----------|
| <b>Qualifications, training &amp; professional membership</b> | <ul style="list-style-type: none"> <li>The post holder will be required to hold or attain a qualification at SVQ Level 2 or equivalent in an environmental related subject.</li> </ul> | Essential |
|   | <ul style="list-style-type: none"> <li>Full UK Driving Licence with category C entitlement</li> </ul>  | Essential |

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

#### KNOWLEDGE

- |  |           |
|--|-----------|
| <ul style="list-style-type: none"> <li>The post holder shall be required to demonstrate an ability to work with hand held technology.</li> </ul>                                   | Essential |
| <ul style="list-style-type: none"> <li>The post holder shall demonstrate sound knowledge of vehicles, equipment and machinery used within waste and cleansing services.</li> </ul> | Essential |
| <ul style="list-style-type: none"> <li>Experience of deploying waste or cleansing staff on a day to day basis, task allocation and operational supervision.</li> </ul>             | Essential |
| <ul style="list-style-type: none"> <li>Knowledge of the Environmental Protection Act and relevant Health and Safety policies for Waste and Cleansing.</li> </ul>                   | Essential |

## **CUSTOMER FOCUSED**

- Experience of contact with public and local communities representing the front face of the Council ensuring high levels of customer care at all times. Essential

## **WORKING EFFECTIVELY WITH OTHERS**

- Work as part of a team and with other colleagues across the Council and other outside agencies. Essential

## **TAKING OWNERSHIP**

- Able to work with the minimum of supervision and prioritise own workloads ensuring relevant standards and timescales are met. Essential
- Ensuring the effective collection of waste and cleaning of streets and open spaces ensuring that safe working practices are adhered to. Essential
- Ensuring that resources allocated are maintained and used appropriately. Essential

## **COMMUNICATION**

- Able to communicate with members of the public to advise on service related issues and provide feed back to management. Essential

## **PLANNING AND DECISION MAKING**

- Able to make operational decisions relating to their daily workload to ensure work is carried out to the agreed specifications. Essential

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## **Competencies & Values Framework**

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

### **Customer focused**

- promotes the importance of quality customer/client services within the team and aims to exceed customer/client expectations
- identifies opportunities to improve the way the team delivers customer/client services
- ensures teams correctly identify customer/client needs and provide

satisfactory solutions

- takes personal responsibility to manage customer/client relationships
- implements service improvements
- monitors quality of service.

### **Works Effectively with others**

- treats team members fairly and equally, recognises and demonstrates appreciation of their contribution
- identifies with and has a shared commitment to achieving team objectives
- shares knowledge and information with others
- thanks others for their contribution and efforts
- fosters good working relationships within teams in own department
- actively seeks others input and values their contributions.

### **Managing change**

- reacts positively to change
- is flexible and adapts plans in response to change
- prepares and supports team members during periods of change
- constructively challenges current thinking and procedures and offers alternative solutions
- gains acceptance of necessary changes by communicating their benefits with conviction and enthusiasm.#

### **Taking Ownership and Responsibility**

- takes the initiative to start activities or actions
- recognises when a decision is needed and commits to act
- is proactive, acts quickly to address current issues
- seeks feedback and takes appropriate action
- takes responsibility for personal development
- modifies own behaviour to influence different situations.

### **Communicating Effectively**

- uses positive, appropriate language in all situations
- communicates clearly and concisely to influence others
- uses a variety of methods to communicate in the most effective manner
- creates a positive confident impression
- uses interpersonal skills to have a positive impact in meetings
- keeps written messages simple.

### **Planning and Decision Making**

- regularly monitors progress and takes corrective action to ensure priorities are met
- gathers information from several readily available sources
- considers information objectively to establish logical options and generate solutions
- considers options and risks before making a decision
- determines resources and co-ordinates work logically to ensure tasks are completed effectively.

