

## Person Specification

<b>Position Title</b>	<b>Cleansing Operative (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 C1 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

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|--|-----------|
| <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 equipment and machinery used within cleansing services.</li> </ul>   | Essential |
| <ul style="list-style-type: none"> <li>Experience of deploying 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 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**

- is respectful and courteous to customers/clients
- understands and resolves customer/clients needs
- takes opportunities to improve customer/client services
- is aware of service levels expected and strives to meet them
- seeks and acts on feedback from customers/clients

- supports others when dealing with customers/clients.

### **Works Effectively with others**

- treats others in a fair and equal manner
- considers and respects other peoples ideas/opinions
- co-operates with others in the workplace
- adapts own views and ideas for the good of the team
- goes out of their way to help others

### **Managing change**

- is willing to try new or different ways of working
- displays a flexible attitude to duties and responsibilities
- reprioritises own work when deadlines are changed
- helps others to adapt to change.

### **Taking Ownership and Responsibility**

- manages own time effectively and works productively
- responds positively to feedback and takes appropriate action
- ensures own knowledge and skills are sufficient for the job
- considers how own behaviour affects others and changes accordingly
- recognises and acts when something needs to be done.

### **Communicating Effectively**

- listens carefully and asks questions if understanding is unclear
- uses simple and clear language
- seeks advice when necessary
- provides clear and accurate information
- uses appropriate body language and eye contact.

### **Planning and Decision Making**

- works in a planned and organised way
- follows instructions and procedures
- understands what decisions can be taken within own duties and makes them when required
- takes account of available resources when planning own work activities.

