

Person Specification

Position Title	Waste and Cleansing Supervisor
Division / Section	Place
Service Area	Environment
Responsible To	Waste and Cleansing Area Manager/City Wide Services Manager

Person Specification

Qualifications, training & professional membership	• Evidence of continuous professional and management development	Essential
	• The post holder will be required to hold or attain a qualification at SVQ Level 3 or equivalent in an environmental related subject.	Essential

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

ORGANISATIONAL AWARENESS

- Extensive knowledge and skills in the management of frontline environmental services Essential
- Experience within an environmental service of comparable scope, size and complexity within the public or private sector Essential

VISION AND STRATEGY

- Ability to support the organisational vision, strategy and objectives by ensuring that Waste and Cleansing services are delivered to the highest standard Essential

LEADERSHIP AND PEOPLE MANAGEMENT

- Ability to lead by example and inspire confidence and build respect Essential
- Significant experience of managing a frontline environmental service Essential

RELATIONSHIP MANAGEMENT

- Ability to develop strong relationships between Waste and Cleansing Services and Locality Teams to deliver locally focussed services Essential
- Build effective links with staff and trade unions to ensure a professional and cooperative relationship Essential
- Experience of handling complaints and contacts from various sources and providing responses of a professional standard Essential

LEGISLATION

- Comprehensive understanding of specific Waste Management and Environmental legislation Essential
 - Awareness of responsibilities as a supervisor for the health and safety of staff and service users and experience of implementing a safe working culture Essential
 - Awareness of transport related legislation and the services legal responsibilities in safely managing a large and varied fleet 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.

