

### Person Specification

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|---------------------------|--|
| <b>Position Title</b>     | <b>School Crossing Patrol Guides</b>               |
| <b>Division / Section</b> | <b>Planning and Transport / Network Management</b> |
| <b>Service Area</b>       | <b>Road Safety and Active Travel</b>               |
| <b>Responsible To</b>     | <b>Team Leader/Patrol Officer/Auxiliaries</b>      |

### Person Specification

|   |   |           |
|---|---|-----------|
| <b>Qualifications, training &amp; professional membership</b> | N5 or equivalent including in English.    | Desirable |
|   | A good understanding of the Highway Code. | Desirable |

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

#### LEADERSHIP

- Significant experience of leading and managing relevant or equivalent service within an organisation of comparable scope, size and complexity within the public or private sector. Desirable
  - Ability to provide strong leadership to create a high performance culture and a clear sense of purpose Desirable
  - Experience of leading and managing relevant or equivalent service in a political environment. Desirable
- Desirable

- Experience of successfully managing in a matrix management system working to ensure the effective achievement of service outcomes

Desirable

### **STRATEGY AND CHANGE**

- Setting the direction for relevant or equivalent service based on the principles of governance, risk management, probity, statutory requirement and best value.
- Developing and driving strategy and policy to deliver sustainable and successful outcomes
- Experience of successfully leading transformation of services.

Desirable

Desirable

### **PARTNERSHIP & ENGAGEMENT**

- Successful partnership working and networking with key stakeholders, e.g. citizens, voluntary sector, business communities, government and public agencies
- Experience of leading employee and stakeholder engagement.

Desirable

Desirable

### **SERVICE KNOWLEDGE / SKILLS**

- Knowledge and understanding of Highway Code

Desirable

### **LEGISLATION**

- Knowledge of major legislative and other issues facing local government with a particular focus on achieving effective delivery of services at a time of significant change and financial challenges.
- Knowledge of the relevant sections of the Roads (Scotland) Act 1984

Desirable

Desirable

### **VALUE FOR MONEY**

- Experience of delivering excellent value for money for the Council in so doing.

Desirable

## **CUSTOMER FOCUS**

Desirable

- Extensive experience of delivering demonstrably customer-focused services tailored to meet known needs of local communities.

## **Competencies & Values Framework**

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Applicants will also be measured against the following competencies as per the Competency Level outlined in the Council's Competency & Values Framework.

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|--|--|
| <b>Customer focused</b>                    | <ul style="list-style-type: none"><li>• is respectful and courteous to customers/clients</li><li>• understands and resolves customer/clients needs</li><li>• takes opportunities to improve customer/client services</li><li>• is aware of service levels expected and strives to meet them</li><li>• seeks and acts on feedback from customers/clients</li><li>• supports others when dealing with customers/clients.</li></ul> |
| <b>Works Effectively with others</b>       | <ul style="list-style-type: none"><li>• treats others in a fair and equal manner</li><li>• considers and respects other peoples ideas/opinions</li><li>• co-operates with others in the workplace</li><li>• adapts own views and ideas for the good of the team</li><li>• goes out of their way to help others.</li></ul>  |
| <b>Managing change</b>                     | <ul style="list-style-type: none"><li>• is willing to try new or different ways of working</li><li>• displays a flexible attitude to duties and responsibilities</li><li>• reprioritises own work when deadlines are changed</li><li>• helps others to adapt to change.</li></ul>  |
| <b>Taking Ownership and Responsibility</b> | <ul style="list-style-type: none"><li>• manages own time effectively and works productively</li><li>• responds positively to feedback and takes appropriate action</li><li>• ensures own knowledge and skills are sufficient for the job</li><li>• considers how own behaviour affects others and changes accordingly</li><li>• recognises and acts when something needs to be done.</li></ul>                                   |
| <b>Communicating Effectively</b>           | <ul style="list-style-type: none"><li>• listens carefully and asks questions if understanding is unclear</li><li>• uses simple and clear language</li></ul>  |

**Planning and  
Decision Making**

- seeks advice when necessary
  - provides clear and accurate information
  - uses appropriate body language and eye contact.
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- 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.