

Recruitment person specification

Post being recruited for: Operational Support Assistant

Council core competencies

These apply to all posts

Being customer / client focused

Working effectively with others

Managing change

Taking ownership and responsibility

Communicating effectively

Planning and decision making

These apply to posts with responsibility for managing people or resources

Leading others

Managing performance and developing others

Political sensitivity

Managers

1. Specify what the essential requirements are for your vacancy under each category. All candidates that have disclosed a disability must be interviewed if they meet the essential requirements.
2. Specify what the desirable requirements are for your vacancy under each category. Desirable criteria can be used to shortlist candidates if you have a high volume of applicants. However, you cannot use desirable criteria when shortlisting any candidates that have disclosed a disability.

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	Experience of working in an operational environment Experience of developing innovative solutions to solve operational problems Experience of working in a customer service setting Ability to prioritise own workload	
Knowledge, skills and understanding	Experience of working with operational staff to identify and help resolve service delivery issues Experience of helping delivering environmental improvements in the waste and cleansing, or equivalent, sector Experience of using a range of IT packages to support operational delivery and support tasks Ability to identify key information to assist in the development of service delivery solutions Strong communication and problem solving skills Clear understanding and ability to identify data gaps in systems and take responsibility for corrective action Experience of developing and implementing new processes in asset management systems	Experience in the use of routing systems to develop optimised service delivery routes
Qualifications and training	Experience of using bespoke IT packages and ability to interpret data	

Job specific requirements

Wholly depot based role