

Person Specification

Position Title	Cleansing Operative (Non Driver)
Division / Section	Waste Services
Service Area	Place
Responsible To	Cleansing Operative (Driver/Crew Leader)

Person Specification

Qualifications, training & professional membership	The post holder will be required to hold or attain a qualification at SVQ Level 2 or equivalent in an environmental related subject	Essential
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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"> The post holder shall be required to demonstrate an ability to work with hand held technology | Essential |
| <ul style="list-style-type: none"> The post holder shall demonstrate sound knowledge of equipment and machinery used within cleansing services. | Desirable |

CUSTOMER FOCUSED

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| <ul style="list-style-type: none"> 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 |
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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

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

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.