

Person Specification

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

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
	Full UK Driving Licence with C1 entitlement	Essential

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

KNOWLEDGE

The post holder shall be required to demonstrate an ability to work with hand held technology.	Essential
The post holder shall demonstrate sound knowledge of equipment and machinery used within cleansing services.	Essential
Experience of deploying cleansing staff on a day to day basis, task allocation and operational supervision.	Essential
Knowledge of the Environmental Protection Act and relevant Health and Safety policies for Waste and Cleansing.	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 advice 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.

