

Person Specification

Position Title	Waste and Cleansing 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 category C entitlement	Essential

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 vehicles, equipment and machinery used within waste and cleansing services. | Essential |
| <ul style="list-style-type: none"> Experience of deploying waste or cleansing staff on a day day to basis, task allocation and operational supervision. | Essential |
| <ul style="list-style-type: none"> 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 collection of waste and 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

- 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.

