



South Tyneside Council

REGENERATION AND ENVIRONMENT

PERSON SPECIFICATION

POST TITLE: Waste Services Co-ordinator

GRADE: Band 4

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Educational Attainment	<ul style="list-style-type: none"> At least 4 GCSE's or equivalent, Grade A-C 	<ul style="list-style-type: none"> NVQ Customer Service ECDL or equivalent in Administrative qualification Customer care training 	<ul style="list-style-type: none"> Application form Certificates
Work Experience	<ul style="list-style-type: none"> Experience of working in an administrative environment Experience of delivering excellent customer service Experience of keeping and maintaining accurate records 	<ul style="list-style-type: none"> Experience of working in an admin role within either a Waste Services or a frontline customer service environment Experience of setting up new processes/records Local government experience Experience of dealing with elected members 	<ul style="list-style-type: none"> Application form Interview References Assessment
Knowledge/ Skills/ Aptitudes	<ul style="list-style-type: none"> Excellent IT skills and use of systems such as Microsoft office Excellent numeracy/literacy skills Able to manipulate data and produce reports Confident manner and the ability to deal with people 		<ul style="list-style-type: none"> Interview References Assessment
Disposition	<ul style="list-style-type: none"> Able to work as part of a team Able to work on own initiative Willingness to undertake training and development Able to learn from self-evaluation Affable nature, amiable personality, dependable Able to work under pressure Flexible approach to work Committed to the principles of equality and diversity 		<ul style="list-style-type: none"> Interview References

Circumstances	• Baseline security clearance		• Basic check
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