2021 VAC 150 **Person Specification**

**Job title: Refuse Collection - Team Leader**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | | **Method of Assessment** |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | 1. Able to communicate effectively verbally in person or over the phone, and in writing to obtain information. | Application form/Interview |
| 1. Able to provide excellent customer service by being able to delight customers and deliver high quality tailored services to meet their needs and exceed expectations. |
| 1. Able to work effectively within a busy team environment, or independently. |
| 1. Listen to others to assess requirements to respond appropriately and efficiently. |
|  | 1. Able to work at a fast pace and cope well with a higher level of workload. |
|  | 1. Able to adapt to changes in colleagues, settings and working environment. |
|  | 1. Able to take a balanced approach to both a varied and repetitious workload. |
|  | 1. Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy. |
|  | 1. Able to assess the effectiveness of current process and services, and to use appropriate methods to identify and measure improvements |
|  | 1. Able to effectively use a PC to prepare documents, record information or input data. |
|  | 1. Ability to develop knowledge and experience of    1. A clear understand of the needs of local residents    2. To coordinate service delivery with partners to reduce demarcations    3. Ensuring the health and safety for the employees and other, implementing safe systems of work. |
|  | 1. Manage effective budgets. |
|  | 1. Make effective decisions which balance competing objectives and resources. |
|  | 1. Ability to think clearly and objectively during times of high pressure and remain calm in the face of adversity. |
|  | 1. Takes long term view, sets goals, and evaluates the impact of ideas and policy decisions. |
|  | 1. Promote the Council’s values. |
| **Work Related Behaviours** | 1. Able to persuade, negotiate and influence effectively. | Short online Assessment |
| 1. Able to adapt behaviour to suit the situation or customer. |
| 1. Able to conceal emotions or feelings in the workplace. |
| **Work Related Circumstances/Values of the Council** | 1. Ability to work outside normal working hours to meet the needs of the service. | Application form/Interview |
| 1. Ability to meet the travel requirements of the post. |  |
| 1. Compliance with health and safety rules, regulations, and legislation. |  |
| 1. Commitment to Equal Opportunities. |  |