**Person Specification**

**Job title: Environmental Services Officer (Waste and Recycling Services)**

**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.**

**Each listed requirement will state how it will be assessed e.g. application form, interview, online assessment, work-based test and certificate.**

| **Essential Criteria** | | **Method of Assessment** |
| --- | --- | --- |
| **Qualifications /**  **Professional Registration/**  **Membership** | Full UK driving licence. | Application Form/ Interview |
| (preferrable) Category C Driving license. |
| **Experience** | Management experience in Waste and Recycling collection services. | Application Form/ Interview |
| Supporting the management and development of front line resources and service delivery. |
| Managing resources and/or budgets |
| Independent working |
| Working with demanding targets/challenges. |
| A proven track record of delivering outcomes through leading, motivating, managing and empowering teams. |
| Substantial experience of all aspects of customer service. |
| The ability to develop knowledge and experience of legislative and environmental requirements of the post, as well as risk management and business continuity planning. |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information. | Application Form/ Interview |
| Be able to provide excellent customer service by being able to delight customers and deliver high quality tailored services to meet needs and exceed expectations. |
| Able to ensure continuous improvement |
| Able to build effective teams, establish direction, influence others towards shared goals and empower, inspire and motivate individuals. |
| Listens to others to assess requirements in order to respond appropriately and efficiently. |
| Able to effectively use a PC to prepare documents, record information or input data**.** |
| Able to work at a fast pace and cope well with a higher level of workload. |
| Able to represent the service at Area Committees and to hold or attend relevant user group meetings. |
| To demonstrate a political awareness. |
| Ability to manage a budget. |
| **Work Related Circumstances/**  **Values of the Council** | Commitment to Equal Opportunities | Application Form/ Interview |
| The ability to work outside of normal working hours, weekends and attend call outs as required to meet the needs of the service. |
| Compliance with health and safety rules, regulations, and legislation |
| Ability to comply with the Councils values of:   * We innovate * We enable * We respect. |