

## Harlow Council Employee Profile

**Job Title:** Waste, Recycling and Street Scene Officer

**Post Number: CE0034X**

Attributes	Essential	Desirable	Method of Identification
<b>Education Qualifications</b>	5 GCSE'S including English & Maths grades A– C or minimum Level 4 or equivalent. Able to demonstrate good literacy and numeric skills	Other appropriate qualifications relevant to the post.	Application form  Certificates
<b>Related Experience</b>	Knowledge and experience in technical and administrative support and working with the public. Experience of keeping manual and computerised records. Experience in a front-line service.	Local Government experience or similar.	Application form and interview
<b>Special Circumstances</b>	Ability to work proactively on own initiative. Must be willing to work flexible hours to meet deadlines. Full UK driving licence and access to a vehicle or other suitable means of transport.		Application form and interview
<b>Special Knowledge, Training</b>	Excellent IT skills including word, Excel, Outlook. Understands the importance of good customer care. Background knowledge of Council functions and duties in particular waste/street scene or similar Enforcement Discipline	Understands the key aspects of waste and street scene legislation.	Application form and interview Certificates
<b>Skills and Abilities</b>	Excellent telephone manner, able to communicate effectively with a wide range of people. Well-developed keyboard skills. Able to prioritise own workload: work to deadlines independently and under pressure. Able to diffuse difficult situations. Able to deal effectively with challenging, distressed, and angry clients.	Ability to work within a multi-agency environment.  Able to research files & records & compile statistical & other information.  Contribute to and make recommendations for improving the service	Application form and interview
<b>Disposition and Attitude</b>	Understands & is committed to equalities. Adaptable & learns from others. Methodical, conscientious, and committed to team working. Works well and remains calm under pressure. Ready to work on own initiative. Pays particular attention to detail.		Application form and interview