# Person Specification

**Job Title:** **Refuse and Cleansing Supervisor**

Employees/Applicants must be capable of undertaking the duties and responsibilities as set out in the Job Description and fulfil the requirements of this Person Specification; which will be assessed through the appointment process.

Employees/Applicants must be suitably qualified and experienced, be able to meet the criteria set out in this Person Specification and demonstrate they possess the key competencies for the position at **Operational level**.

| FACTOR AND CRITERIA | Essential | Desirable | Method of Assessment |
|---|---|---|---|
| **Education / Qualifications / Experience** | | | |
| Grade C or above in at least 4 GCSEs* or equivalent qualification one of which must be GCSE English Language or equivalent and one of which must be a GCSE in a numerate subject or equivalent.<br><br>**AND**<br>• At least 1 year's relevant working experience in a waste management/recycling environment in the delivery of front-line services to the public.<br><br>• At least 1 year's relevant working experience in the supervision of staff and resources.<br><br>• At least 1 year's relevant working experience in scheduling, organising and planning workload and rotas.<br><br>**OR**<br>In lieu of the above qualification: | Yes | | • Application Form<br>• Certificates<br>• Interview |

| FACTOR AND CRITERIA | Essential | Desirable | Method of Assessment |
|---|---|---|---|
| • At least 2 years' relevant working experience in a waste management/recycling environment in the delivery of front-line services to the public.<br>• At least 2 years' relevant working experience in the supervision of staff and resources.<br>• At least 2 years' relevant working experience in scheduling, organising and planning workload and rotas. | | | |
| Experience of Customer Complaints procedures | Yes | | • Application Form<br>• Interview |
| **Technical Skills and Knowledge** | | | |
| Up to date knowledge of recycling and waste operations. | Yes | | • Interview |
| Working knowledge of Health & Safety practice and legislation relevant to the post. | Yes | | • Interview |
| Excellent organisational and planning skills with ability to operate under pressure individually and as part of a team. | Yes | | • Interview |
| Be able to demonstrate competence in use of e-mail and Microsoft office applications including Word and Excel. | Yes | | • Application Form |
| **Other Requirements** | | | |
| Hold a full current driving licence and access to transport, or access to transport to meet the requirements of the post. | Yes | | • Application Form<br>• Driving Licence |

| FACTOR AND CRITERIA | Essential | Desirable | Method of Assessment |
|---|---|---|---|
| Ability to work outside of normal office hours, including evenings, weekends and public/bank holidays | Yes | | • Application Form |
| A current valid LGV Category C Driving Licence | | Yes | • Application Form<br>• Driving Licence |

* See below link for equivalent qualifications guide

https://www.gov.uk/what-different-qualification-levels-mean

## Competencies

Competence at operational level is essential for this post and will be assessed at the appropriate selection stage of the appointment process; using the Competency Framework for Local Government, which includes definitions of the competence groups and examples of positive indicators. All of the competencies are considered relevant to this post and may also be assessed during probation and throughout employment in this role.

Definitions have been provided and more information on the competency framework can be found at:

Competency-Framework-for-Local-Government.pdf

**The defined competency level for this post is Operational Level.**

| Competence Group | Competence & high level definition | Assessment |
|---|---|---|
| **1 How We Provide Leadership & Direction** | **1.3 Managing Performance**<br>Sets clear, aligned, high standard performance goals & objectives for the Directorate, self, others and the Council. | Selection Interview / Assessment |
| **2 How We Manage Ourselves** | **2.1 Managing Our Own Work**<br>Plans, structures and prioritises own work to achieve optimum results | Selection Interview / Assessment |
| | **2.3 Communicating with Impact**<br>Presents a positive image by communicating effectively, being resilient and treating people fairly. | Selection Interview / Assessment |
| **3 How We Work With Others** | **3.3 Meeting Customer Needs**<br>Establishes the needs of customers and strives to ensure that these are met | Selection Interview / Assessment |
| | **3.4 Respect for Diversity and Equality**<br>Treats all individuals with respect, responds sensitively to differences and encourages others to do likewise. Ensures equality of opportunity for all | Selection Interview / Assessment |
| **4 How We Move Forward** | **4.1 Problem Solving and Decision Making**<br>Gathers information from a range of sources. Analyses information to identify problems and issues. Makes effective decisions and recommendations based on resolution agreement within an environment of trust, mutual respect and cooperation | Selection Interview / Assessment |

| Competence Group | Competence & high level definition | Assessment |
|---|---|---|
| | **4.3 Achieving Results**<br>Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results | Selection Interview / Assessment |