

Person Specification

POST:	Waste & Resources Officer	GRADE:	8
DIRECTORATE:	Environment	POST NO:	

COMPETENCIES (All competencies listed are essential to the post)	METHOD OF ASSESSMENT (Application Form/ Interview/Test)
Working Collaboratively	
Works with our partners and the community to achieve the best outcomes in a seamless way.	Interview /AF
One Team One Council	
Encourage a culture of participation where staff feel empowered and valued.	Interview / AF
Builds effective relationships outside immediate team.	Interview A/F
Creates good customer relationships and demonstrates the highest level of customer care.	Interview A/F
Shares a sense of pride in the work of the Council.	Interview A/F
Communicates effectively.	Interview AF
Professional and polite and earns the respect of management and colleagues.	Interview AF
Work Smart	
Ensures public money is spent in the smartest way possible.	Interview AF
Participates in corporate working to ensure integrated service provision.	Interview AF
Demonstrates a positive can do approach.	Interview
Embraces a culture of continuous improvement.	Interview AF
Is accountable and transparent and takes responsibility for own actions.	Interview AF

COMPETENCIES (All competencies listed are essential to the post)	METHOD OF ASSESSMENT (Application Form/ Interview/Test)
Works flexibly and is receptive to new ideas and different ways of working.	Interview AF
Demonstrates integrity, honesty and trustworthiness as set out in the Council's Code of Conduct.	Interview
Evaluates and manages operational risk.	Interview
Brings commerciality into everyday thinking.	Interview
Organised in terms of prioritising and completing work.	Interview AF
Takes responsibility for own personal development.	Interview

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT (Application/Interview/Test)
Excellent standard of literacy/numeracy and IT capability e.g. NQF Level 2 literacy & numeracy	E	AF
Educated to degree level (or equivalent) OR be able to demonstrate sound experience in equivalent role	D	AF
Full membership of the Chartered Institution of Waste Management and/or membership of a recognised professional body representing waste management obtained by formal examination or assessment of professional competence	D	AF

SKILLS/KNOWLEDGE/ABILITIES	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
Knowledge and understanding of relevant legislation such as; Clean Neighbourhoods Act 2004, Environmental Protection Act 1990. Environment Bill & Waste & Resource Strategy	E	Interview / AF
Ability to work effectively both as a member of a team and on own initiative investigating problems, developing solutions and working in partnership to deliver those solutions.	E	
Ability to deal with stressful situations, and communicate with a wide range of people tactfully and diplomatically, in a	E	

firm, professional and courteous manner to ensure high standards of professional conduct are maintained.		
Ability to schedule and prioritise diverse workload efficiently and deliver objectives within agreed timescales	E	
Ability to improve service quality and support a culture that drives up standards and performance.	E	
Well developed communication skills: able to concisely communicate complex information both orally and in writing with excellent interpersonal skills demonstrating tact, diplomacy and sensitivity and able to enthuse, influence, persuade, and advise: good negotiating skills.	E	
Ability to evaluate the impact of operational service changes, including resource and budget implications with projections on waste arisings	D	
Ability to organise and/or deliver promotions, campaigns, educational talks and encourage participation of the community.	E	
Ability to undertake risk assessments to ensure that all reasonable steps are taken to protect health, safety and welfare of yourself and all other employees.	E	

EXPERIENCE	ESSENTIAL / DESIRABLE	METHOD OF ASSESSMENT (Application/Interview/Test)
Experience of performance monitoring and management, performance indicator	E	
Experience in dealing with and investigating customer enquiries and complaints	E	
Experience of collating/presenting information and writing clear and concise reports.	E	
Procurement experience and production of contract documents	E	
Use of information technology to enhance the delivery of services and E-government requirements (including Word, Excel and Outlook). Specialist packages such as Collective	E	

Experience of working effectively with a range of agencies and the community.	E	
Experience of working within a local authority environment	D	
A proven track record within an operational Waste Management / Street Scene Environment	E	
Experience of project management	E	
Experience of managing client/contractor relations & negotiating service changes	D	
Practical experience of front line service delivery operations	E	
Experience of enforcement	D	
Experience of working in challenging situations.	E	

ADDITIONAL REQUIREMENTS	ESSENTIAL /DESIRABLE	METHOD OF ASSESSMENT(Application Form/ Interview/Test)
Regular and Reliable Service (the Council does not wish to employ individuals who have a poor history of attendance at work where there is no underlying medical reason for the absence)	E	References
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues.	E	Application Form/Interview
A full valid driving licence.	E	Application Form/Interview
When required available to work outside core hours.	E	Application Form/Interview
Own car for business use	E	Application Form/Interview

PREPARED BY: Ruth Hunter	DATE: March 2021
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The Equality Act 2010 - Where appropriate, the duties may be reviewed where an applicant has a disability within the definition of the Act, or an existing employee becomes unable to carry out the full range of duties due to a disability

