**PERSON SPECIFICATION**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/ DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE**   1. Experience of waste and environmental related issues 2. Communication with members of the public, in person and on phone 3. Knowledge of database management and production of performance and cost related reports 4. Financial administration and control | Desirable  Essential  Desirable  Desirable | Application Form Interview  References |
| **QUALIFICATIONS / TRAINING**   |  | | --- | | 1. 3 A levels, NVQ3 or 4, HND, diploma or similar   qualification, or equivalent experience in Waste  Management   1. Strong numeracy, literacy and IT skills | | Essential  Essential | Application Form  Certificates |
| **APTITUDES /ABILITIES**   * Confident communicator with excellent interpersonal skills * Strong team player * Highly effective analytical and problem-solving skills * Able to work flexibly with colleagues to plan, organise and allocate work efficiently * Flexibility to respond to changing demands of the role and to react to unplanned events * Able to work effectively under pressure, plan and prioritise own workload and workload of others * Ability to co-ordinate work across multi-skilled teams * Ability to pass on detailed information to others in a manner that is understood | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application Form  Interview  References  (Practical Test – only if applicable) |
| **KNOWLEDGE**   * Knowledge of Waste management issues, policy and practice  1. Environmental issues (especially around waste disposal) 2. Understanding of a Systems Thinking approach to service improvement. | Desirable  Desirable  Desirable | Application Form  Interview |
| **ATTITUDE / MOTIVATION**   1. A strong commitment to delivering services that meet the needs of the customer 2. Committed to high standards of accuracy, communication and customer care 3. Positive attitudes to the Council’s purpose and values and the way it operates 4. Committed to seeking out new ways of working to improve service delivery 5. Celebrates team success and generates a team spirit 6. Desire to continually improve own performance and services provided to the residents and businesses of BCP Council 7. Able to confront difficult situations or problems and seek their resolution | Essential  Essential  Essential  Essential  Essential  Essential  Essential | Application Form Interview  References |
| **OTHER FACTORS**   1. Flexible approach to working hours 2. Hold a current valid driving license 3. Ability to travel around the local area in an agreed timely manner (and to other areas of the UK if required) | Essential  Essential  Essential | Application Form  Interview |