

Role Profile - Competencies

Specialist Vehicle Operator



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| Role Profile | Operational |
| Service/Team | Commercial Operations / Seafront Operations |
| Career Grade | BCP Band F |

Managing, Leading and Developing Others

- May act as a lead, allocating work and coaching others
- Contribute to and celebrate the success of the whole team
- Encourage and listen to new ideas from everyone and be positive about change
- Share open and honest feedback in a constructive manner

Knowledge and Skills

- NVQ 3/4, HND or diploma (or equivalent experience) relevant to the role
- Operational experience of specialised equipment and the safe application of procedures and techniques relevant to the role
- Good knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of noncompliance) relevant to own area of work
- Provide advice on a range of issues within set operational guidelines

Creativity and Innovation

- Use curiosity about the way things are done to recommend and implement more effective ways of working that will enhance customer experience
- Recognise and understand the impact of incidents arising, and use effective interpersonal skills to develop solutions to a range of practical problems

Relationships

- Build supportive, positive and trusting relationships with others
- Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour
- Appreciate diversity in both customers and colleagues and consider their specific needs
- Proactively approach interactions with customers, using diplomacy and tact where issues could become contentious

Decision Making

- Make evidence based and outcome focussed decisions using proactive risk management and within set procedures, referring complex decisions to a manager

Work Demands

- Plan and organise own workload, including some prioritisation of non-standard work, supporting other operational areas where required
- Work is likely to require intense physical effort (over lengthy period of time) and risk to personal safety
- Elements of work are likely to be performed in challenging environmental conditions

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.