**Post:  Assistant Operation Manager (Service Delivery)**

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| Values: Our values framework (attached) sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.  The framework will set out our expectations about:  -how we do things  -how we treat others  -what we say and how we say it  -how we expect to be treated  We value:   * Connecting people, places, partnerships and working together * Integrity and honesty to ensure that we are open and accountable * Dynamic approach to the delivery of services with drive and energy * Innovative people who like doing things differently and better | | | |
| **Criteria** | **Attributes** | **Essential (E)**  **Or**  **Desirable (D)** | **Method Of Measurement:**  **A – Application Form**  **I - Interview**  **T - Test** |
| **Personal Qualities/**  **Aptitudes/ Behaviours** | Team worker  Determination to resolve problems and enhance service to colleagues and customers  Flexible  Assertive  Calm  Resilience to emotional situations including supporting people with personal issues and dealing with situations which may result in loss of an individual’s employment  Attention to detail | E  E  E  E  E  E  E | A, I, T  A, I  A, I, T  A, I, T  A, I, T  A, I, T  A, I, T |
| **Education/**  **Qualifications** | Good standard of literacy  Driving Licence Class C  IOSH Health & Safety qualification (training will be provided)  Member of a professional technical organisation (CIWM) | E  E  E  D | A, T  A  A  I |
| **Experience/**  **Knowledge** | Delivery of front line services in multifunctional environmental services, or a similar environment  Experience of proactively managing operational staff with a focus on health and safety  Experience of proactively managing the performance of operational teams  Experience of refuse/recycling collections  Experience of working with colleagues and unions to identify and resolve issues | E  E  E  E  E | A, I  A, I  I, T  A  A, I |
| **Skills and Abilities** | Able to work under pressure and manage multiple tasks  Able to communicate effectively with team members, managers and customers  Able to discuss issues and negotiate with colleagues to generate the best possible outcomes  Ability to select appropriate method, timing and location for challenging discussions  Able to prioritise people-related issues and implement organisational changes within specific timescales  A customer-focused and responsive approach that improves service delivery.  Working knowledge of Microsoft software packages. | E  E  E  E  E  E  E | A, I, T  A, I, T  A, I, T  I, T  A, I  A, I, T  A, I |
| **Miscellaneous /Other Working Requirements** |  |  |  |

Person Specification last reviewed: October 2018