

Person Specification



South
Cambridgeshire
District Council

Post: Commercial Waste Business Support Officer

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	Participate in and are committed to team work	E	A, I
	Listen to and learn from other people	E	A, I
	Share learning, information, knowledge and resources	E	A, I
	Accountable for own decisions	E	A, I
	Identify new opportunities and turn these into goals and actions	E	A, I
	Create solutions and encourage innovation wherever you can	E	A, I
	Embrace and adapt to change	E	A, I
	Share ideas and opportunities with colleagues		

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	Continually strive to improve by reflecting, learning and developing.	E	A, I
Education/ Qualifications	Good level of general education, including GCSEs, or equivalent, in English and Maths (at grade C or above)	E	A
	NVQ level 3 in appropriate subject i.e. Business Administration or Customer Services	D	A
Experience/ Knowledge	Knowledge & understanding of customer care	E	A, I
	Working knowledge of Microsoft software packages, e.g. Word, Excel etc.	E	A
	Demonstrable knowledge and experience of office practice and procedures, e.g. financial, administrative, operational	E	A, I
Skills and Abilities	Accurate keyboard and mouse skills are integral to undertaking a range of tasks e.g. production of reports, correspondence, presentations, documentation, data input, interrogate systems etc.	E	A
	Good verbal and written communications skills required to provide advice, guidance and information both internally e.g. colleagues and externally e.g. customers and the public on a range of issues, e.g. administrative, financial, procedural, service related	E	A, I
	Ability to convey varied information to a range of audiences	E	A, I
	Ability to maintain a range of records	E	A
	Ability to use own Corporate Area's admin/finance/management systems with precision.	E	A, I
	Ability to understand and facilitate project management processes	D	A, I

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Miscellaneous /Other Working Requirements	Occasional travel to off-site destinations to support meetings etc.	E	I
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Person Specification last reviewed: January 2017