**Lancashire County Council**

**Person Specification – Assistant HWRC Manager**

**(Grade 6)**

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|  | |  | | --- | | **Requirements** | | **Essential (E)**  **or**  **Desirable (D)** | **Identified by Application Form (A) or Interview (I)** |
|  | **Qualifications:** |  |  |
| 1 | Relevant certificates of competence or equivalent for example Certificate of Technical Competence (COTC) Level 4/Occupational Certificate of Competence (OCC) or be willing to achieve such competence through training and assessment within six months of being appointed. | D | A |
|  |  |  |  |
|  | **Experience:** |  |  |
| 2 | Experience of working in waste management | E | A/I |
| 3 | Direct engagement with customers, including potentially managing difficult situations or aggressive customers and the handling of customer complaints | D | A/I |
| 4 | Supervising and directing a small team | D | A/I |
|  |  |  |  |
|  | **Knowledge and Skills:** |  |  |
| 5 | Effective communication and networking skills with a wide range of staff and internal services/external organisations. | E | A/I |
| 6 | Working knowledge of the practices, processes and procedures relevant to the role. | E | A/I |
| 7 | Ability to work as a member of a team | E | A/I |
| 8 | Ability to work without close supervision | E | A/I |
|  |  |  |  |
|  | **Other (including special requirements)** |  |  |
| 9 | Commitment to equality and diversity | E | I |
| 10 | Commitment to health and safety | E | I |
| 11 | Display the LCC values and behaviours at all times and actively promote them in others | E | I |