

**Newcastle-under-Lyme Borough Council**

**PERSON SPECIFICATION**

**Job Title:** Neighbourhood Supervisor (Streetscene)

**Grade:** 8

**Post Ref:** EE145, EE146, EE147, EE148, EE149 & EE150

**Date:** October 2023

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
<b>(1) Relevant Experience</b>	<p>Relevant experience in a wide range of grounds maintenance and / or street cleansing operations.</p> <p>Experience of motivating and supervising large numbers of employees. The post-holder will be required to understand the terms and conditions of employment and associated job descriptions of employees they supervise.</p> <p>Comprehensive experience of safe team operating practices.</p>	<p>Application Form/Interview/References</p> <p>Application Form/Interview/References</p>	
<b>(2) Formal Academic Qualifications</b>	<p>2 GCSEs at grade A-C (or equivalent) in English and Maths.</p> <p>NVQ Level 3 Team Leadership /Management (or equivalent)</p>	<p>Application Form/Production of Certificates</p>	<p>5 GCSEs at grade A-C (or equivalent) including English and Maths.</p> <p>Level Three City and Guilds (or equivalent) in any relevant subject.</p> <p>Arboricultural qualifications.</p>

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE
<b>(3) Vocational Qualifications and Training</b>	A full current, valid driving licence to drive vehicles between 3,500 and 7,500kg <a href="#">maximum authorised mass</a> (MAM) (with a trailer up to 750kg).	Application Form/ Interview/Production of Licence	Management related qualifications.
<b>(4) Specialist Knowledge</b>	<p>Broad knowledge in the operation of vehicles/plant and equipment used in Streetscene operations.</p> <p>Understanding of the Council's Corporate Priorities.</p> <p>Local knowledge.</p> <p>Working knowledge of Microsoft applications. Sufficient to input and retrieve data using packages such as Word, Excel and Outlook for email.</p>	<p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p>	Understanding of budgetary principles
<b>(5) Special Working Conditions</b>	<p>The postholder will be required to conduct Performance Appraisals and Return to Work Interviews.</p> <p>All employees are required to comply with the Authority's No Smoking Policy.</p> <p>Ability to work overtime, inclusive of hours which will be unsocial including evenings, weekends and bank holidays.</p> <p>The post holder will be available to work five days over a seven day working week where required.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>	

Competency	Behaviours		How Assessed
<b>Planning and Organising</b>	1.	Adapts and works effectively in different situations in order to carry out variety of tasks, whilst remaining calm and level headed under pressure.	Application Form / Interview
	2.	Accepts constructive feedback and makes adjustments accordingly.	Application Form / Interview
<b>Organisational Development</b>	3.	Has the ability to set and meet challenging goals, creating own measures and consistently seeks ways of improving performance.	Application Form / Interview
	4.	Awareness of own shortfalls and takes charge of personal development to keep skills up to date whilst developing knowledge within a particular area through learning.	Application Form / Interview
	5.	Communicates information clearly, accurately, positively and in a timely manner.	Application Form / Interview
	6.	Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others.	Application Form / Interview
	7.	Demonstrates required skill in all forms of written oral and technological communication.	Application Form / Interview
<b>Communication</b>	8.	Changes communication style and approach to meet the preferences of those with whom they are dealing with or of people from diverse backgrounds.	Application Form / Interview
	9.	Explains reasons for the actions and	Application Form / Interview

	10.	seeks others opinions.	Application Form / Interview
	11.	Shows an awareness of how their actions affect others. Find opportunities to meet people, members and get to know them better, gain trust and understand their point of view.	Application Form / Interview
<b>Focusing on our citizens</b>	12.	Anticipate communities' likely future needs and put plans in place to address them.	Application Form / Interview
	13.	Consult with citizens/councillors/ stakeholders and gather feedback and new ideas to continually improve the service.	Application Form / Interview
		Take pride in the job and in delivering what our communities need; promote these successes and the difference it has made.	Application Form / Interview
<b>Leadership</b>	17.	Has the ability to inspire individuals to give their best to achieve a desired result.	Application Form / Interview
	18.	Promotes a trusting and empathetic environment and equality of opportunity.	Application Form / Interview
	19.	Has the ability to motivate and lead a team to ensure effective performance against performance indicators.	Application Form / Interview
	20.	Provides effective leadership and values to the team, passing on own skills and knowledge where possible by using an effective coaching style.	Application Form / Interview
	21.	Praises a job well done.	Application Form / Interview
	22.	Has the ability to delegate the appropriate tasks, taking into consideration others	Application Form / Interview

	23.	skills and abilities. Build and maintain good working relationships with people inside and outside the council, including Councillor, partners and members of the public.	Application Form / Interview
	24.	Has the ability to negotiate and influence others to obtain a 'win win' solution.	Application Form / Interview
	25.	Plans the use of deployment of resources and shares information about how things are progressing against plans and what changes will be made to plans as a result.	Application Form / Interview
	26.	Makes decisions confidently and quickly when necessary. Involves staff and others in decisions that affect them and invites people to ask questions about decisions.	Application Form / Interview
<b>Managing Change</b>	27	Ability to modify style in order to reach goals and to maintain effectiveness within changing environments and with varying responsibilities.	Application Form / Interview
	28	Is prepared to challenge where others are not seeing the wider implications.	Application Form / Interview
	29	Anticipate how people will feel about change and take action to help them through.	Application Form / Interview
	30	Aspire to be better and exceed expectations and promote a positive 'can do' attitude.	Application Form / Interview

<b>Performance Management</b>	31	Gathers and gives feedback regularly and constructively on an individual and organisational basis.	Application Form / Interview
	32	Quickly highlight and deal with unacceptable behaviour and its impact on others.	Application Form / Interview
	33	Make time to discuss performance, attitude and approach on a regular basis, providing support and guidance and taking action if performance does not improve.	Application Form / Interview
	34	Evaluate mistakes and learn from them.	Application Form / Interview
	35	Ensures individuals are clear about their own responsibilities and accountabilities.	Application Form / Interview
	36	Uphold the Council's reputation by delivering on the community's expectations and encourage others to do the same.	Application Form / Interview
<b>Living the values</b>	37	Demonstrates and champions equalities in the treatment of others and in the delivery of services.	Application Form / Interview
	38	Stand by Council decisions and act in the Councils best interests, putting them	Application Form / Interview

	<p>39</p> <p>40</p> <p>41</p> <p>42</p>	<p>above those of the directorate or immediate team/individuals.</p> <p>Express pride in what the Council does and uphold the reputation of the Council.</p> <p>Demonstrate high standards of personal and professional conduct and be a role model to others.</p> <p>Ensure actions are in line with what citizens should expect from Council employees.</p> <p>Is prepared to admit to having made a mistake.</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p><b>Health and Safety</b></p>	<p>43</p> <p>44</p> <p>45</p>	<p>Demonstrates a good understanding of Health and Safety responsibilities within the workplace.</p> <p>Demonstrates an ability to ensure any agreed safety rules or procedures are effectively implemented within their areas of responsibility whilst helping others to understand their responsibilities and obligations.</p> <p>Demonstrates an understanding of and ensures adequate resources are provided, responsibilities for health and safety are adequately assigned, accepted and fulfilled at all levels of the organisation and understands the need to ensure that the effectiveness of the arrangements are regularly reviewed and timely corrective action taken when necessary.</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>