

Person Specification

Job title:	LES Driver 3 (Bulk)
Job Family/ Grade/Level:	Vehicle / VEH3 / Grade 3
Summary of role:	<ul style="list-style-type: none"> • Driving large rigid vehicles with/without additional equipment attached. • General operation of heavy plant. • Planning and organise journeys and completing timeously utilising best routes. • Carrying out routine vehicle checks to ensure vehicle is roadworthy and monitoring vehicle performance. • Monitor vehicle/plant performance, resolve minor problems and report all malfunctions to supervisor. • Transport people, goods and materials to/from given locations as instructed. • Operate plant to meet requirements. • Keep records as required. • Keep the customers and supervisor informed of potential or scheduled alterations. • Comply with GCC procedures and practices, Health and Safety practice, Highway Code and traffic regulations. • Maintain the safety and security of the goods and passengers carried.

Criteria	Essential	Desirable	Evidence
Education, qualifications & training	Driving Licence for large rigid commercial vehicle. (LGV Category C) Driver's Certificate of Professional Competence (CPC).		☒ Application Form ☒ Interview ☒ Licence
Skills	Labouring duties as required to meet the needs of the service. Good communication skills and approach to dealing with the public	Administrative skills including IT.	☒ Application Form ☒ Interview
Knowledge	Understanding of Highway code, vehicle maintenance, basic loading techniques, map reading capability.		☒ Application Form ☒ Interview
Other	Able to work as part of a team or on own initiative. Flexible approach to working hours. Flexible and adaptable to changing situations.		☒ Application Form ☒ Interview

Competencies	Essential	Desirable	Evidence
Personal Effectiveness - Communicating (Level 1)	<p>You get on well with people, by explaining your ideas clearly, so that they understand you.</p> <p>You speak clearly and calmly, and you're tactful.</p> <p>You're a good listener</p> <p>You answer questions in the right way - promptly and accurately.</p> <p>You make sure that people have understood you, and they know to pass the message on to others.</p> <p>You write clearly, when needed, and in a way that people can understand.</p> <p>You sort out information appropriately, and write, or input, it correctly.</p>	<p>You share relevant and important information on time, with your team.</p> <p>You are happy to say what needs to be said, and you're tactful when you need to be.</p> <p>You choose the best way of communicating (such as writing or face-to-face), and use the right words for your audience and situation.</p> <p>You speak confidently, and hold people's attention.</p> <p>You explain why decisions have been made and use examples to support them.</p> <p>You keep yourself and your team focused on the most important things, but let other people express their views.</p> <p>You ask people questions to check their understanding.</p> <p>You give a good impression of the Council when dealing with non-employees.</p> <p>You produce clear, concise and easily understood written communications.</p>	☒ Application Form ☒ Interview
Providing Excellent Customer Service – Customer Orientation (Level 1)	<p>You treat your customers fairly and consistently.</p> <p>You Provide a professional, quick, polite and high quality service.</p> <p>You sort out enquiries and problems promptly.</p> <p>You understand how customers feel, and show this in the way that you deal with them. You spot mistakes or problems and apologise for them.</p> <p>You keep customers up-to-date, by giving them as much suitable and correct information as you can.</p>	<p>You follow-up customer requests, to make sure actions are taken and issues resolved.</p> <p>You measure customer satisfaction to find out what needs to be improved.</p> <p>You explain to customers, how and why we can't meet their needs, and offer alternatives. You change the way you do things, to meet the needs of each customer.</p> <p>You spot problems and take action, as soon as possible, to stop them getting worse.</p>	☒ Application Form ☒ Interview

		<p>You deliver more than you promised, and try to exceed expectations.</p> <p>You make sure there is continuity of service, as far as possible.</p>	
Delivering Results – Planning (Level 1)	<p>You only miss deadlines because of circumstances beyond your control.</p> <p>You ask for help when you need to.</p> <p>You are realistic about the time you need to do a job, and will tell other people immediately if you can't do something.</p> <p>You prepare in good time for any future work you need to do.</p> <p>You organise your work by thinking about deadlines, promises, and how important the different tasks are.</p>	<p>You balance any conflicting priorities when you need to.</p> <p>You give out work, and delegate, to other people, based on their strengths and how much time they have.</p> <p>You organise people and work in the best way, to achieve results.</p> <p>You produce complete, detailed and realistic project plans.</p> <p>You prioritise your own and other people's work, based on business needs.</p> <p>You organise and plan events, activities and resources, to make sure that projects or goals are met within agreed timescales and budgets.</p>	☒ Application Form ☒ Interview
Managing Change – Attitude (Level 1)	<p>You are happy to be told about new ideas and ways of working.</p> <p>You try to see the good things that change can bring.</p> <p>You are aware of your own concerns when faced with change, and understand how other people feel about it too.</p> <p>You try hard to do things the new way, when things change.</p> <p>You are able to cope with change and handle situations that seem unclear.</p> <p>You don't mind being interrupted in the middle of a task.</p>	<p>You understand the process of change – why it happens, how it works, and what the impacts can be.</p> <p>You proactively explain to people what change means, and support them through the full change process.</p> <p>You actively involve other people in the change initiatives.</p> <p>You ask people to suggest ways to improve or move forward, and then build on their suggestions.</p> <p>You understand how other people feel, when faced with change, and help to build their confidence in the changes.</p> <p>You try to get others to see the good things that change can bring.</p>	☒ Application Form ☒ Interview