

ROLE PROFILE



Role profile		
Title	Team Leader	
Grade	GRADE F	
Reference:	N344	
Reports to:	Operations Manager	
Work style Definition	Mobile worker	
Job Type	Technical Manager	
Primary purpose of role	To manage and lead a cross functional operational team to ensure effective delivery of the service city wide; promoting, developing and managing Waste, Parks and Streets in accordance with legislation and regulations.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Management of operational staff (70%) Responsible for aspects of Health and Safety in the work place including undertaking risk assessments and experience of Codes of Practice in the service area (15%) Work with internal and external agencies including environmental protection and enforcement (5%) Seek opportunities to generate income (5%) Management of controlled waste (5%) 	Role measures <ul style="list-style-type: none"> Staff survey results evidence staff satisfaction with management and job satisfaction. Reduction in complaints received. Reduction in incidents of Health and Safety. Enforcement measures successfully undertaken and achieved. Controlled waste is safely removed and disposed of. Income is increased.
Key activities	<ul style="list-style-type: none"> Management of operational staff; to include performance management, training, recruitment and allocation of work resources and equipment. This will include people management responsibilities e.g. managing attendance, annual performance reviews, chairing capability and disciplinary meetings, preparing reports for subsequent presentation at capability meeting and completing formal investigations under Plymouth City Council's disciplinary process. (35%) Responsible for aspects of Health and Safety in the work place including undertaking risk assessments and knowledge of Codes of Practice in the service area, ensuring that a safe working environment is maintained at all times by implementing and monitoring in accordance with corporate Health and Safety 	



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<p>guidelines and promoting a positive Health and Safety at work throughout the service for staff and the general public. (15%)</p> <ul style="list-style-type: none"> ▪ Dealing with customer complaints ensuring resolution within set Corporate timescales. (15%) ▪ Work with internal and external agencies including environmental protection and enforcement by providing information and evidence as required to enable further action to be taken. (10%) ▪ Supervise the provision of memorial options. (5%) ▪ Lead on ad-hoc projects to ensure ongoing development of the service. (5%) ▪ Lead in the provision of estimates for all ad-hoc work and management of sub-contractors. (5%) ▪ Management of controlled waste, ensuring correct disposal measures are followed by operational staff, recognition of dangerous substances and process required to remove from site, correct documentation and Health and Safety standards are maintained identifying training needs of staff and ensuring high standard of service delivery. (5%) ▪ Identifying external resources/contractors when required, to ensure an effective service. (5%) ▪ Ensure customer standards are adhered to at all times. ▪ Carry out other duties appropriate to the grade of the post.
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ A management qualification or equivalent management experience in an operational area. ▪ 2 GCSE's (Grade C or above) in Maths and English or equivalent. ▪ Knowledge and experience of Quality Assurance audit and financial regulations. ▪ Full driving licence. ▪ Knowledge of Health & Safety legislation and COSHH. ▪ Knowledge of Legislation and Government standards appertaining to the service area. ▪ Knowledge of Tachograph regulations and legislation.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ LGV licence and Certificate of Professional Competence (CPC) ▪ Knowledge of children's playgrounds and equipment ▪ IOSH qualification or working towards to it ▪ Certificate of Technical Competence (level 4) in Waste Management Operations – Managing Transfer, Hazardous Waste or working towards it.
Essential experience	<ul style="list-style-type: none"> ▪ Experience of leading and managing a cross functional front line service area including allocation of resources. ▪ Experience of planning the operational needs of a service within the confines of sometimes conflicting resources and financial pressures. ▪ Proven experience of commercialisation is required to fully understand the drivers for change and apply a competitive approach. ▪ Experience of ICT systems.

	<ul style="list-style-type: none"> ▪ Experience of Street Cleansing and Grounds Maintenance in Parks. ▪ Experience Tachograph legislation. ▪ Previous experience of working in a front line customer facing role.
Desirable experience	<ul style="list-style-type: none"> ▪ Working within a local authority. ▪ Experience of working within a Waste Management licence and experience of waste transfer station facilities.
Essential skills	<ul style="list-style-type: none"> ▪ The ability and experience of working autonomously to develop implement and review operational change and service improvements to drive service efficiencies, improved performance and meet corporate objectives. ▪ Excellent interpersonal and communication skills are essential to deal with customers, staff, internal and external agencies, senior management team and Councillor enquires. ▪ Developed and proven motivational and judgemental skills to manage a cross functional front line service where influence and negotiation skills are critical to service delivery to ensure minimal disruption to residents and the public. ▪ Planning skills to ensure resources are allocated to optimise the smooth and effective running of the service; to plan for and make recommendations for operational changes which require the ability to problem solve and to be practical when identifying solutions to ensure planned delivery of work. ▪ Ability to manage, adapt and prioritise own workload and that of their staff, when priorities and pressures are changed often within short timescales. ▪ Ability to interpret relevant legislation for the service and apply same to the operational service.
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	