Chesterfield Borough Council

OPERATIONAL SERVICES

JOB DESCRIPTION

JOB TITLE: Technical Team Leader Band: 8

DIRECTORATE/SERVICE Commercial – Operational Services Division

RESPONSIBLE TO: Principal Technical Officer

RESPONSIBLE FOR: Operational Building Staff

MAIN PURPOSE OF POST

1. Manage and lead a team of staff to ensure services are professionally delivered with a clear customer focus which achieve excellent value for money.

2. To effectively manage the resources of the team including staff allocation, productivity management, materials, equipment, transport and PPE and monitor budgets.

3. To make a proactive and positive contribution to the overall development, commercialisation and reputation of Commercial Services.

DUTIES AND RESPONSIBILITIES

1. Lead a team to provide high quality, customer focused, effective and efficient services.

2. Effectively manage staff demonstrating an open, inclusive and responsive style of leadership to develop a flexible and effective workforce. This includes the verification of time sheets to contractual working hours and ensuring all vehicles checks are carried out by staff.

3. Hold regular and effective one to one meetings with each member of staff as well as an annual appraisal and six month review.

4. Ensure effective communication is carried out within and between teams including team meetings/toolbox talks.

5. Provide effective management of staff productivity and carry out quality checks.

6. To procure and raise purchase orders for materials and plant/equipment including producing estimates for works.

7. To monitor budget spend and identify any areas of over/underspend to the
allocated budget manager.

8. Support innovative approaches in the delivery of services for which they are responsible.

9. Ensure the smooth and timely administration of works through the Council’s ICT Systems so that information is up to date and accurate.

10. Ensure that appropriate arrangements are in place, and operational, to fulfil the authority’s responsibilities concerning health and safety. Support the effective investigation of any accidents and any recommendations for improvement.

11. To carry out inspections and plan the management of tasks which are representative to the department responsibilities such as day to day repairs, disrepairs, damp, recharges, structural works, supervision of capital and private sector/commercial works, arranging and supervision of access equipment etc.

12. To carry out pre and post inspections of works as well as other quality checks and report any issues back to the Principal Technical Officer.

13. Ensure effective communication is carried out within and between teams.

14. Respond to customer enquiries in a polite, timely and professional manner in accordance with the Councils service standards.

15. To manage operatives in line with Council Policies including managing absence, PDRs etc.

16. To manage the apprentices ensuring that they complete the necessary tasks in order to obtain the relevant qualification.

17. Ensure the correct reporting and notification of work absences and hold sickness review meetings and issue stage 1 level warnings in accordance with the Managing Attendance policy.

18. Produce management information reports in relation to the services work so that service improvement and development can take place.

19. Report any areas of work outside the normal areas of responsibility that will reduce hazards, improve the environment or efficient working methods.

20. Support the effective investigation of any accidents and any recommendations for improvement.

21. Ensure all relevant corporate policies and procedures, relating to the supervision of the team are implemented, including Equal Opportunities Policy and the Health and Safety Policy.

22. Carry out any other duties appropriate to the grading of the post.

11/10/19
The postholder must, at all times, carry out their duties and responsibilities to comply with Borough Council policies/procedures.

SPECIAL FEATURES OF POST
You may be required to carry out those duties at any Council workplace.

The post will require an on-call rota system to be covered.
PERSON SPECIFICATION

JOB TITLE  Technical Team Leader

DEPT/SECTION  Commercial – Operational Services

SKILLS / KNOWLEDGE / ABILITIES

ESSENTIAL

- Able to manage resources including plant and machinery
- Ability to manage multi trade staff
- Ability to motivate others and organise daily workloads.
- Good communication, organisational and ICT skills
- Ability to work on own or as part of a team.
- Ability to use own initiative / problem solve.
- Ability to prioritise works and work to deadlines.
- Understanding of Health & Safety at Work Act.
- Ability to read, record and update data accordingly using appropriate ICT systems
- Ability to work in a flexible manner with regarding to working hours and multi-tasking
- Supervision of in-house and occasionally external contractors, including the planning and organisation of work and approving accounts for payment
- Wide knowledge of Building Construction
- Knowledge and practice of Local Housing Policies
- Able to take accurate site measurements and generate written instructions/diagrams for use by site based employees
- Experience in providing excellent customer care, value for money and commercial awareness

DESIRABLE

- Knowledge of the tender process and standard building contracts
- Must have experience in the supervision of external contractors and/or an in-house workforce
- Ability to write reports and provide management control information

QUALIFICATION / TRAINING

ESSENTIAL

Trade related qualification (City & Guilds/NVQ etc.)
Full Driving Licence

DESIRABLE

Supervisory or managerial qualifications, e.g. ONC/HNC etc., ITC qualifications