JOB DESCRIPTION

JOB TITLE: Team Leader – Front Line
DEPT/SECTION: Operational Services
Commercial Services
RESPONSIBLE TO: Senior Technical Officer
RESPONSIBLE FOR: Front Line Team

MAIN PURPOSE OF POST: Front line/Scheduler/Planner

1. Provide effective supervisory and administrative support to the Front line
2. Effectively schedule work for the operatives and ensure KPI's and targets are met

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

Team Leader Front line

1. Effectively lead and supervise the Front line staff ensuring they are appropriately trained to their role
2. Manage the Reception function at Commercial Services
3. Receive visitors in to Reception and provide advice/assistance as required.
4. Receive and record requests and associated enquires from tenants, general public and to order such works or place inspection requests with Repairs Inspectors
5. To deal with initial enquires and where appropriate, referring any more complex enquires to the appropriate Council department.
6. Liaison with internal departments and the Councils and external organisation.
7. Provide general admin support within OSD, including filing and post duties
8. To maintain records (Electronically where applicable) of all work undertaken for monitoring targets and standards as necessary
**Scheduler/Planner**

1. Plan and organize Housing Repairs for operatives effectively and efficiently in accordance with CBC, targets, priorities, appointments and KPI’s.

2. Daily Updates to include monitoring or orders/targets and house-keeping of the In-House ICT systems.

3. Re-organising works at short notice due to unforeseen circumstances (absence of employees’ No-Access etc.)

4. Process and update data onto the relevant ICT systems to ensure management reports are up to date.

5. Proactively manage KPI’s by ensuring Targets are kept and reports are run to manage works coming up to their target dates.

6. Liaise and work closely with Technical Officers/Supervisors to ensure effective and efficient management of the operatives.

6. **Any other duties which are similar to level of responsibility and grade of the post.**

**SPECIAL FEATURES OF POST:**

Front Line duties may be required to cover Holidays and sickness

**You may be required to carry out these duties at your present workplace or at another Council site.**
PERSON SPECIFICATION

POST TITLE: Front Line Team Leader/Scheduler & Planner
SERVICE: Commercial Services / OSD

SKILLS/KNOWLEDGE/ABILITIES:

Essential
Good communication skills, with staff and the General Public
The ability to supervise/lead and to delegate work
The ability to organise and prioritise workloads.
The ability to plan and schedule workloads to operatives
To be flexible and versatile in carrying out a wide range of duties
The ability to provide management with accurate information on financial / administrative systems

Desirable
Previous experience of work planning and scheduling

EXPERIENCE:

Essential
Previous experience of working ICT systems.
To have worked in an office environment

Desirable
Experience of personnel work
To have supervisory or Team Leader experience

QUALIFICATIONS/TRAINING:

Essential
GCE/GSCEs in Maths and English
NVQ Level 4 or similar experience
Previous experience of using ICT systems
Ability to use Microsoft Word/Excel

Desirable
ICT related qualifications
Management/Supervisory qualifications.