

Team Leader

Department: Growth, Housing and Environment

Division: Operations & Transport

Reports to: Manager

JE Ref: GHE1064

Grade: CS08

JE Date: 15/07/2020

Job purpose

Organising and controlling all aspects of the section's teams, including planning and implementing work and projects to support the effective provision of professional services to customers, ensuring safety, reliability and cost effectiveness.

Job specific outcomes

Prioritise, plan and monitor the day-to-day operations of their section, effectively deploying staff and physical resources to ensure work is completed efficiently within budget and meeting the needs of customers.

Develop and maintain a statistical database for their section to monitor the performance and cost effectiveness of the services provided by their section.

Utilise and exploit the capabilities of a range of specialist software applications for asset management, project management and financial and administrative control as applicable to the role, to enable the effective running of the section's activities.

Monitor capital and revenue income and expenditure to ensure financial targets are met and a competitive value for money service is provided, also communicating future revenue requirements for inclusion in the annual business plan, identifying and contributing to the development of opportunities to generate income.

Maintain familiarity with industry trends, ensuring that the section is operating at the forefront of industry guidelines and best practice.

Monitor and manage the performance of all plant equipment, tools and machinery as applicable to the role, specifying requirements for new, replacement or hire items to support efficiency of overseen operations and to ensure security of all facilities, equipment and assets at all times.

Provide evidence to contribute towards business cases and reports to assist the creation of joined up and informed strategy leading to the continued provision of good quality and cost effective services to customers.

Liaise with internal and external bodies and stakeholders to ensure that regular site visits and statutory inspections are carried out and that appropriate risks assessments are completed to safeguard the health and safety of employees, customers and all other parties involved.

Be responsible for the compliance of the sites and technical activities overseen, ensuring that audits and day-to-day checks are carried out and that any breaches are reported and addressed as appropriate to maintain alignment of process with regulation and licenses in place, as applicable to their section.

Deal with customer observations and complaints via specialised customer feedback systems, as applicable, ensuring that a professional service is provided and remedial action is taken in line with guidelines and procedures in place, promoting excellent services to customers and responding to the needs of the Island society.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

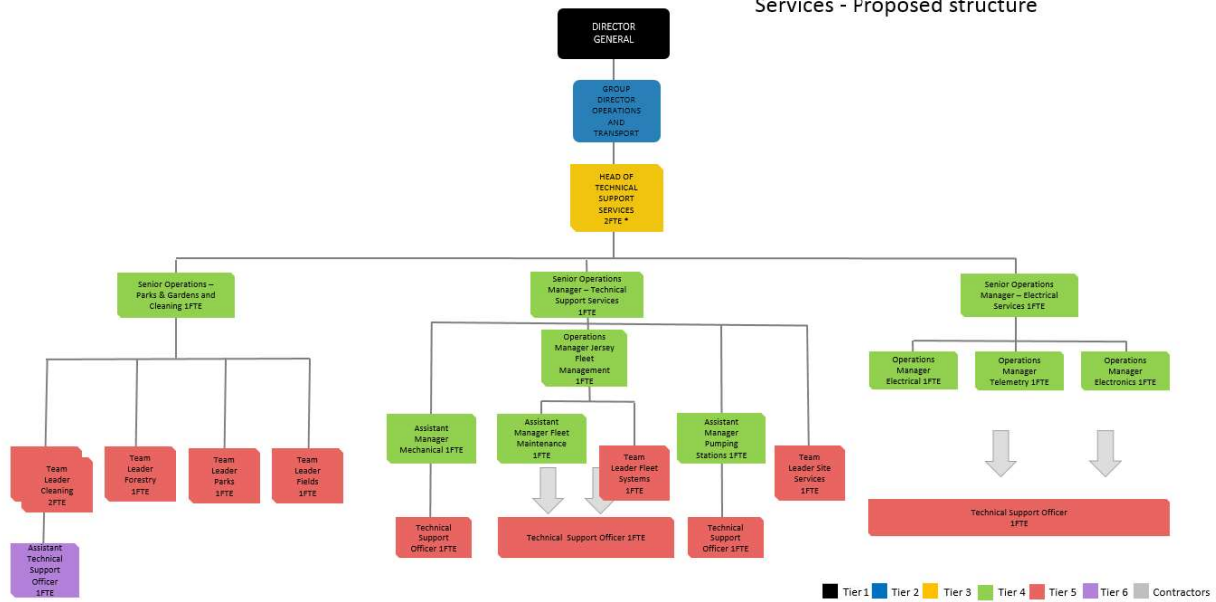
Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)

The role refers to the following specialisms:

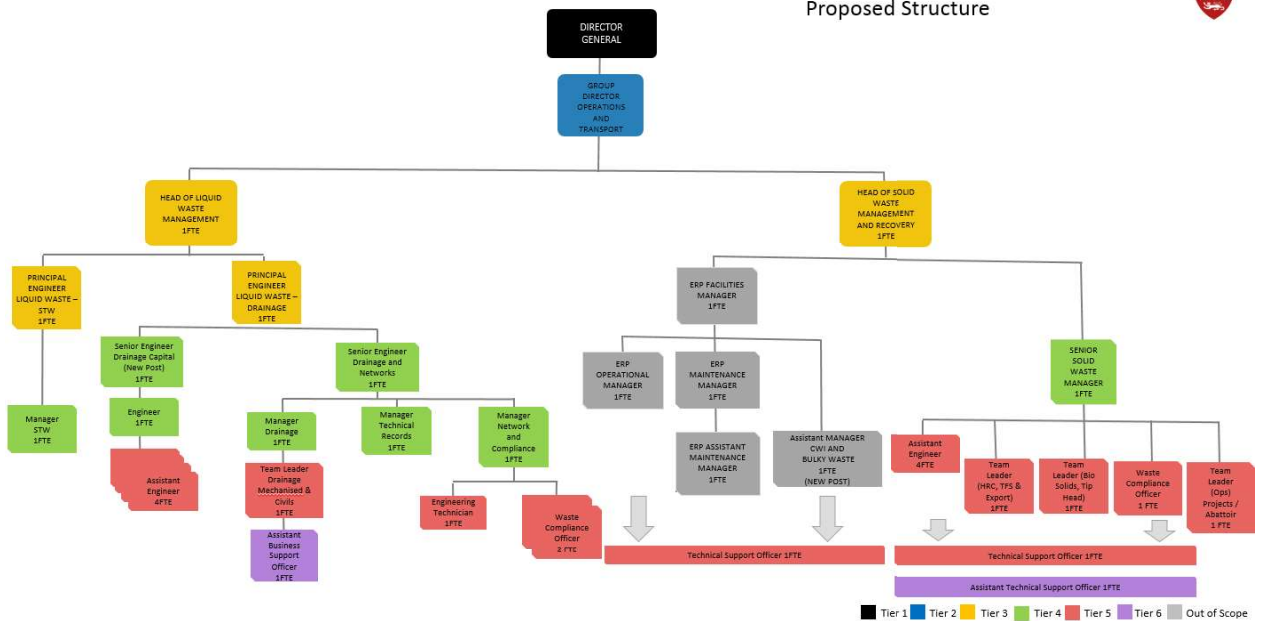
- Team Leader - Cleaning
- Team Leader - Forestry
- Team Leader - Parks
- Team Leader - Playing Fields
- Team Leader - Fleet Systems
- Team Leader - Site Services
- Team Leader - Roads, Signs and Markings
- Team Leader - Car Parks
- Team Leader - Drainage Mechanised and Civils
- Team Leader - Household Reuse and Recycling, Trans-Frontier Shipment, Export
- Team Leader - Bio Solids, Tip Head
- Team Leader (Operations) – Waste Projects & Abattoir

Organisation chart

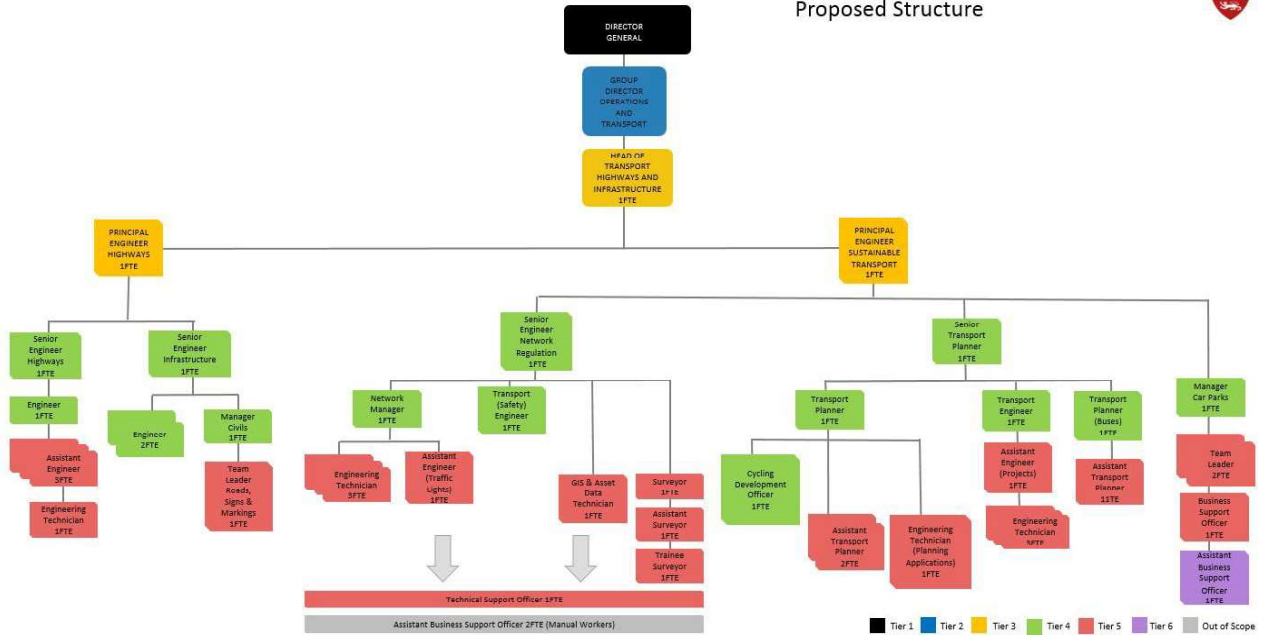
OPERATIONS AND TRANSPORT
Technical and Support Services,
Property Maintenance and Municipal
Services - Proposed structure



OPERATIONS AND TRANSPORT
Liquid Waste, Solid Waste
Proposed Structure



OPERATIONS AND TRANSPORT
Transport, Highways and Infrastructure
Proposed Structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>City and Guilds level 4 qualification or equivalent gained by substantial practical experience in a relevant specialism e.g. Engineering Maintenance, Arboriculture etc.)</p> <p>Level 3 Management qualification or equivalent</p>	<p>Health & Safety certificate (e.g. NEBOSH)</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of:</p> <p>Technical processes as relevant to the role (e.g. mechanical, electrical, chemical, operational, arboriculture / horticulture etc.)</p> <p>The applications and use of equipment, machinery and hazardous substances in accordance with Health and Safety regulations and other associated legislation</p> <p>The latest theory and practices, processes and techniques as related to their industry, including ongoing Continuing Professional Development</p>	<p>Knowledge of:</p> <p>The activity and processes of Government</p> <p>Management reporting as it relates to this role</p> <p>The Growth, Housing and Environment priorities, key objectives, risks and issues relevant to the department division and the role</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Driving licence (Group B)</p> <p>Computer literate with ability to operate the Microsoft Office package.</p> <p>Ability to use technical business applications</p>	

	<p>designed to capture, store, manipulate and analyse technical data as relevant to the specific area of expertise.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Problem solving, negotiation and influencing skills</p> <p>Confident decision-maker</p> <p>Ability to successfully implement innovative approaches to service delivery</p> <p>Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour.</p> <p>Strong relationship building skills</p> <p>Ability to present effectively, both verbally and in writing</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of:</p> <p>Work procedures, processes and methodologies as relevant to their field of expertise</p> <p>Delivering planned strategy</p> <p>Managing / supervising the operational delivery of relevant technical / operational services</p>	

	Managing staff and budgets	
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Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities attributes and behaviour indicators.

Organisational structure

