

Leeds City Council
Resources and Housing

Job Title:	Business Support Assistant	
Service Area:	Leeds Building Services	Grade: B1
Directorate:	Resources & Housing	Date: April 2017
Responsible To	Senior Business Support Officer/Team Leader	
Responsible For	N/A	
Job Purpose	To support a customer focused, safe, efficient and comprehensive construction repairs and maintenance service through the Council's internal service provider. The Business Support Assistant will assist the Business Support Officer in maintaining the day to day operation of the service. To support one of the Business Units within Leeds Building Services.	

Duties:

- To provide a support service to contribute to the delivery of business improvement plans for Leeds Building Services focussing on a range of activities which will deliver value for money to customers and contribute to the delivery of Council priorities.
- Assist the delivery of business support functions across all Leeds Building Service.
- Provide high quality customer service utilising a range of written and verbal formats and support materials as required.
- Provide a range of support activities across the service for example; minute taking, scheduling meetings, answering phone calls.
- Share knowledge of best practice with colleagues including apprentices and managers to ensure a quality service is provided to customers.
- To be responsible for ensuring Snr Business Support Officers are made aware of when the purchasing/ordering of materials is required from suppliers. Ensuring that all associated paperwork is accurately processed and correctly invoiced.

- Be aware of and comply with the Departmental Health and Safety Management Systems.
- Comply with the Council's Contract Procurement Rules and Financial Regulations
- Maintain effective relationships within Housing Leeds, other Council Directorates, external partners and agencies.
- Contribute to effective performance management processes and continuous improvement
- Maintain a high level of personal effectiveness and uphold and promote the values of Leeds City Council.
- To ensure all activities are delivered in accordance with all legal and regulatory requirements and in line with the Council's policies and procedures.
- To work flexibly across the Leeds Building Service to respond to Service priorities as needed.
- To ensure effective and efficient input to recording systems, and assist in the development and promotion of new and existing Information Technology systems.
- To monitor that all operatives are using ICT systems accurately and escalate to the appropriate officer where additional support is required.
- To assist with the recording of complaints regarding the service in accordance with the Council's complaints Policy.
- To report incidents and accidents to the appropriate officer to support and contribute to Health and Safety in line with LCC policies and procedures.
- Undertake other duties commensurate with the grade.

Specific Responsibilities will include a range of the following:

- Planned & Capital
- Mechanical & Electrical
- Responsive, Voids and Asbestos
- Central Functions

Physical Conditions

The post holder will initially be based at Leeds Building Services, Seacroft Depot however the post holder may be required as part of their duties to work in other locations throughout the city to effectively deliver their duties.

Leeds City Council has a Smoke-Free Workplace policy and procedure.

Relationships: The post holder will be required to maintain effective relationships with the directorate leadership team, staff at all levels within the service and across the Council, Elected Members, external agencies, partners and the general public.

ECONOMIC CONDITIONS

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

SELECTION CRITERIA Leeds Building Services Business Support Assistant B1	Essenti al/ Desirab le E/D	Assesse ment Method Applicatio n, Interview, Test A/I/T
KNOWLEDGE An understanding of the role of Elected Members within the Council and the community An awareness of Leeds City Councils Equality and Diversity Policies and Procedures An understanding of responsibilities in terms of Health and Safety An understanding of the Council values and a commitment to embed them into ways of working	D E E E	
SKILLS Good communication skills, both verbal and written Ability to resolve potential conflict and to gain cooperation and trust from colleagues and service users Ability to deal efficiently and effectively with a range of enquiries Strong customer care focus and ability to communicate effectively with a wide variety of people face to face, over the phone and in writing Ability to take ownership and manage competing priorities with the aid of support materials Ability to learn and use IT applications (Word & Excel) and management information systems including palm held technology Ability to produce work of a high standard with an attention to detail, whilst meeting often tight deadlines Ability to work on own initiative, accept responsibility and make decisions within the remit of the role	E E E E E E E	
EXPERIENCE Experience of working within a service area relevant to the post Experience of reporting to and working effectively with a range of colleagues and partners Experience of problem solving, individually and in a group setting Experience of working as part of a team to meet targets and deliver a responsive service Experience of working to customer care standards	D E D E D	

Experience of analysing and presenting information	D	
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OTHER A commitment to the public service ethos, with a genuine interest in serving the public A commitment to continuous improvement and delivery of a high quality service A commitment to continuous personal development	E E E	
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Prospects	
Promotion:	Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.
Training:	Both 'in-house' and external training is encouraged to meet the needs of the individual and of the service.

Qualifications
Educated to NVQ Level 2 in relevant subject or equivalent level qualification
Or
Can demonstrate relevant experience in appropriate field of work.

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city. The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.
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Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth.
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As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work".

We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions

Job Description Prepared / Reviewed by:

Name : Paul Reeves/Nicky Malthouse

Designation : Head of Leeds Building Services

Date:

Job Description Approved by: Human Resources

Name:

Designation :

Date:

Leeds City Council

Resources & Housing

Job Title:	Business Support Officer	
Service Area:	Leeds Building Services	Grade: B3
Directorate:	Resources & Housing	Date: April 2017
Responsible To	Team Leader	
Responsible For	N/A	
Job Purpose	To support the delivery of a customer focussed, safe, efficient and comprehensive construction repairs and maintenance service through the Council's internal service provider. The Business Support Officer will assist the Team Leader in maintaining the day to day operation of the service. To support one of the Business Units within Leeds Building Services.	

Duties:

- To provide a support service to contribute to the delivery of business improvement plans for Leeds Building Services focussing on a range of activities which will deliver value for money to customers and contribute to the delivery of Council priorities.
- Contribute to the delivery of business support functions across the whole of Leeds Building Services.
- Provide support to staff across the service, including coaching and mentoring colleagues including apprentices to ensure a quality service is provided to customers.
- Undertake the ordering and purchasing of materials from suppliers ensuring that all associated paperwork is accurately processed and correctly invoiced.
- Be aware of and comply with the Departmental Health and Safety Management Systems.
- Comply with the Council's Contract Procurement Rules and Financial Regulations
- Support effective budget management using agreed processes and procedures

- Maintain effective relationships within Housing Leeds, other Council Directorates, external partners and agencies
- Contribute to effective performance management processes and continuous improvement.
- Maintain a high level of personal effectiveness and uphold and promote the values of Leeds City Council.
- To ensure all activities are delivered in accordance with all legal and regulatory requirements and in line with the Council's policies and procedures.
- To work flexibly across the Leeds Building Service to respond to Service priorities as needed.
- Provide high quality customer service utilising a range of written and verbal formats
- Plan and organise a range of meetings and events to support service delivery
- Provide support to the management of LBS schemes and sub-contracts
- To be accurate and efficient in the inputting and processing of data and in the use of ICT systems, and promote the use of new and existing ICT systems
- To assist with investigating and resolving complaints regarding the service in accordance with the Council's Complaints Policy.
- To report on incidents and accidents to support and contribute to Health and Safety standards in line with LCC policies and procedures.
- Undertake other duties commensurate with the grade.

Specific Responsibilities will include a range of the following:

- Planned / Capital
- Mechanical and Electrical
- Responsive, Voids and Asbestos
- Central Functions

Physical Conditions

The post holder will initially be based at Leeds Building Services, Seacroft Depot however the post holder may be required as part of their duties to work in other locations throughout the city to effectively deliver their duties.

Leeds City Council has a Smoke-Free Workplace policy and procedure.

Relationships: The post holder will be required to maintain effective relationships with the directorate leadership team, staff at all levels within the service and across the Council, Elected Members, external agencies, partners and the general public.

ECONOMIC CONDITIONS

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

SELECTION CRITERIA Leeds Building Services Business Support Officer B3	Essential / Desirable E/D	Assessment Method Application, Interview, Test A/I/T
KNOWLEDGE An understanding of the role of Elected Members within the Council and the community An awareness and commitment to Leeds City Councils Equality and Diversity Policies and Procedures An understanding of landlord legislation with particular emphasis on landlords repair and maintenance obligations An understanding of responsibilities in terms of Health and Safety An understanding of the Council values and a commitment to embed them into ways of working NVQ 2 in relevant subject or relevant experience	D E E D E E E	
SKILLS Excellent communication skills, both verbal and written Ability to resolve potential conflict and to gain cooperation and trust from colleagues and service users Ability to develop productive working relationships that encourage respect, trust and confidence Strong customer care focus and ability to communicate effectively with a wide variety of people face to face, over the phone and/or in writing Ability to take ownership and manage competing priorities Ability to use IT applications (Word & Excel) and management information systems including palm held technology Ability to produce work of a high standard with an attention to detail, whilst meeting often tight deadlines Ability to use own initiative to develop solutions to ensure effective delivery of the service	E E E E E E E E E	
EXPERIENCE Experience of working within a service area relevant to the post Experience of reporting to and working effectively with a range of colleagues and partners Experience of working as part of a team to meet targets and deliver a responsive service Experience of working to customer care standards Experience of analysing and presenting information Experience of problem solving, individually and in a group setting	D E E E E D	

OTHER		
A commitment to the public service ethos, with a genuine interest in serving the public	E	
A commitment to continuous improvement and delivery of a high quality service	E	
A commitment to continuous personal development	E	

Prospects	
Promotion:	Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.
Training:	Both 'in-house' and external training is encouraged to meet the needs of the individual and of the service.

Qualifications
Educated to NVQ Level 2 in relevant subject or equivalent level qualification
Or
Can demonstrate relevant experience in appropriate field of work.

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city.
The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth.
As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work".
We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions

Job Description Prepared / Reviewed by:

Name : Paul Reeves/Nicky Malthouse

Designation : Head of Leeds Building Services

Date:

Job Description Approved by: Human Resources

Name:

Designation :

Date:

Leeds City Council

Resources & Housing

Job Title:	Snr Business Support Officer	
Service Area:	Leeds Building Services	Grade: C1
Directorate:	Resources & Housing	Date: June 2017
Responsible To	Team Leader	
Responsible For	N/A	
Job Purpose	<p>To support the delivery of a customer focussed, safe, efficient and comprehensive construction repairs and maintenance service through the Council's internal service provider.</p> <p>The Snr Business Support Officer will assist the Team Leader in maintaining the day to day operation of the service.</p> <p>To support one of the Business Units within Leeds Building Services.</p>	

Duties:

- To develop, implement, maintain and monitor the administrative service across Leeds Building Services to ensure it complies with contract specifications.
- Provide advice, guidance and support to staff across the service to ensure that practices are to the highest standards. This includes equal opportunities, health and safety and environmental management.
- To provide project related administrative support to senior managers where designated.
- To take administrative responsibility for the Property Maintenance quality standards (ISO9000-2000, EMAS, RoSPA, IIP, Chartermark).
- To be responsible for ordering and purchasing materials from suppliers ensuring that all associated paperwork is accurately processed and correctly invoiced.
- To liaise regularly with Technical Support Officers and Business Managers to ensure the service is meeting the required needs.

- To be responsible for training and managing staff for which this post is directly responsible for to ensure that the administration service is delivered in a timely and accurate manner.
- To ensure good customer relations with clients/customers and general public and that their expectations are met in relation to all areas of the service being delivered.
- To promote and develop a culture that will improve attendance management.
- To ensure the administrative support service for the recording and inputting of all operatives timesheets and attendance using internal systems ensuring they are delivered accurately and on time.
- To ensure the recording of overtime worked, sickness, holidays, absences and any other SAP documentation relating to staff/operatives employment is processed accurately and on time and forwarded to EAS.
- Providing administrative support to all Supervisory staff and Managers which includes using Microsoft software packages to input and maintain spreadsheets, data bases and word documents.
- Ensuring that all staff for which this post is directly responsible are made aware of and comply with the Service Health and Safety Management Systems.
- Comply with the Council's Contract Procurement Rules and Financial Regulations.
- To be responsible for continuous self-development and the maintenance of high standards of professional expertise.
- To contribute to the continuous service improvement within the Technical section services.
- Undertake other duties commensurate with the grade.

Physical Conditions

The post holder will initially be based at Leeds Building Services, Seacroft Depot however the post holder may be required as part of their duties to work in other locations throughout the city to effectively deliver their duties.

Leeds City Council has a Smoke-Free Workplace policy and procedure.

Relationships: The post holder will be required to maintain effective relationships with the directorate leadership team, staff at all levels within the service and across the Council, Elected Members, external agencies, partners and the general public.

ECONOMIC CONDITIONS

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

SELECTION CRITERIA Leeds Building Services Business Support Officer	Essential / Desirable E/D	Assessment Method Application, Interview, Test A/I/T
KNOWLEDGE An understanding of the role of Elected Members within the Council and the community An awareness and commitment to Leeds City Councils Equality and Diversity Policies and Procedures An understanding of landlord legislation with particular emphasis on landlords repair and maintenance obligations An understanding of responsibilities in terms of Health and Safety An understanding of the Council values and a commitment to embed them into ways of working NVQ 3 in relevant subject or relevant experience	D E D E E E	
SKILLS Excellent communication skills, both verbal and written Ability to provide effective supervision, direction and coordination Ability to resolve potential conflict and to gain cooperation and trust from colleagues and service users Ability to develop productive working relationships that encourage respect, trust and confidence Strong customer care focus and ability to communicate effectively with a wide variety of people face to face, over the phone and/or in writing Ability to take ownership and manage competing priorities Ability to use IT applications (Word & Excel) and management information systems including palm held technology Ability to produce work of a high standard with an attention to detail, whilst meeting often tight deadlines Ability to use own initiative to develop solutions to ensure effective delivery of the service	E E E E E E E E E E	
EXPERIENCE Experience of working within a service area relevant to the post Experience of reporting to and working effectively with a range of colleagues and partners Experience of working as part of a team to meet targets and deliver a responsive service Experience of working to customer care standards Experience of analysing and presenting information Experience of problem solving, individually and in a group setting	E E E E E E	
OTHER A commitment to the public service ethos, with a genuine interest in serving the public A commitment to continuous improvement and delivery of a high quality service	E E	

A commitment to continuous personal development	E	
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Prospects	
Promotion:	Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.
Training:	Both 'in-house' and external training is encouraged to meet the needs of the individual and of the service.

Qualifications	
Educated to NVQ Level 3 in relevant subject or equivalent level qualification	
Or	
Can demonstrate relevant experience in appropriate field of work.	

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city.	
The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.	

Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth.	
As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work".	
We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions	

Job Description Prepared / Reviewed by:	Job Description Approved by: Human Resources
Name : Paul Reeves/Nicky Malthouse	Name:

Designation : Heads of Leeds Building Services Designation :

Date:

Date:

Leeds City Council
Resources & Housing

Job Title:	Water Management Technician	
Service Area:	Leeds Building Services	Grade: C1
Directorate:	Resources & Housing	Date: June 2017
Responsible To	Snr Water Management Technician	
Responsible For	N/A	
Job Purpose	<p>To support the delivery of a customer focused, safe, efficient and comprehensive construction, repairs and maintenance service through the Council's internal service provider.</p> <p>The Water Management Technician will support one of the Business Units within Leeds Building Services.</p>	

Duties:

- To provide a support service to contribute to the delivery of business improvement plans for Leeds Building Services focussing on a range of activities which will deliver value for money to customers and contribute to the delivery of Council priorities.
- Be responsible for carrying out inspections of premises, providing control and monitoring of Legionella for water services within Leeds City Council properties. This work will regularly involve working at heights, taking water temperatures and samples and working in confined spaces.
- To undertake and compile risk assessments for water services within Leeds City Council properties.
- To maintain and monitor a central database on the provision of the required Legionella control measures.
- To instruct contractors undertaking identified remedial work to ensure compliance with standards.
- To review and audit risk assessments completed by external contractors to ensure compliance with standards.

- To meet regularly with Managers to ensure the service is meeting the required standards in respect of water management.
- To meet with building users/managers to present and explain the outcomes, impacts and importance of the risk assessments undertaken and the recommendations of arising actions.
- To keep up to date with, be aware of, and comply with the Departmental Health and Safety Management Systems.
- Support and contribute to the delivery of effective budget management using agreed processes and procedures
- Maintain effective relationships within Housing Leeds, other Council Directorates, external partners and agencies
- Contribute to effective performance management processes and continuous improvement.
- Maintain a high level of personal effectiveness and uphold and promote the values of Leeds City Council.
- To ensure all activities are delivered in accordance with all legal and regulatory requirements and in line with the Council's policies and procedures.
- To work flexibly across the Leeds Building Service to respond to Service priorities as needed.
- Provide high quality customer service utilising a range of written and verbal formats.
- Provide support to the management of LBS schemes and sub-contracts.
- To be accurate and efficient in the inputting and processing of data and in the use of ICT systems, and promote the use of new and existing ICT systems.
- Assist with responding to complaints regarding the service in accordance with the Council's complaints Policy.
- To report on incidents and accidents to support and contribute to Health and Safety standards in line with LCC policies and procedures.
- Undertake other duties commensurate with the grade.

Physical Conditions

The post holder will initially be based at Leeds Building Services, Seacroft Depot however the post holder may be required as part of their duties to work in other locations throughout the city to effectively deliver their duties.

Leeds City Council has a Smoke-Free Workplace policy and procedure.

Relationships: The post holder will be required to maintain effective relationships with the directorate leadership team, staff at all levels within the service and across the Council, Elected Members, external agencies, partners and the general public.

ECONOMIC CONDITIONS

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

SELECTION CRITERIA Leeds Building Services Water Management Technician C1	Essential/Desirable E/D	Assessment Method Application, Interview, Test A/I/T
KNOWLEDGE An understanding of the role of Elected Members within the Council and the community An understanding of the diverse needs of communities and neighbourhoods An awareness of Leeds City Councils Equality and Diversity policy and procedures An understanding of housing legislation with particular emphasis on landlords repair and maintenance obligations An understanding of the need to comply with government regulations concerning Legionella 5 GCSE's (Grades A-C) or equivalent including English and Maths Hold a City and Guilds qualification in Water Management and Legionella control An understanding of responsibilities in terms of Health and Safety An understanding of the Council values and a commitment to embed them into ways of working	D D E D E E E E E	
SKILLS Excellent communication skills, both verbal and written Ability to resolve potential conflict and to gain cooperation and trust from colleagues, service users and contractors Ability to develop productive working relationships that encourage respect, trust and confidence Strong customer care focus and ability to communicate effectively with a wide variety of people face to face, over the phone and in writing Ability to take ownership and manage competing priorities without assistance, utilising a range of support materials as required Ability to use IT applications (Word & Excel) and management information systems including palm held technology Ability to produce work of a high standard with an attention to detail, whilst meeting often tight deadlines Ability to work in partnership with other departments and agencies to improve service delivery Ability to use own initiative to develop solutions to ensure effective delivery of the service Ability to coach mentor and deliver training/ feedback to colleagues	E E E E E E E E E E E	

EXPERIENCE		
Experience of working within a service area relevant to the post	D	
Experience of reporting to and working effectively with a range of colleagues and partners	E	
Experience of problem solving, individually and in a group setting	E	
Experience of working as part of a team to meet targets and deliver a responsive service	E	
Experience of working to customer care standards	E	

OTHER		
A commitment to the public service ethos, with a genuine interest in serving the public	E	
A commitment to continuous improvement and delivery of a high quality service	E	
A commitment to continuous personal development	E	

Prospects	
Promotion:	Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.
Training:	Both 'in-house' and external training is encouraged to meet the needs of the individual and of the service.

Qualifications
The post holder will require the Water Management and Legionella Control City and Guilds qualification.
And / or
Holder of current SMSTS qualification or equivalent health and safety qualification.
Or
Can demonstrate relevant experience in appropriate trade/field of work.
Postholders are expected to maintain the appropriate level of accreditation
The post holder will also require to evidence an advanced level of literacy and numeracy, through 5 GCSE's (Grades A-C) or equivalent including English and Maths

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city.

The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth.

As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work".

We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions

Job Description Prepared / Reviewed by:

Name : Paul Reeves/Nicky Malthouse

Designation :

Date:

Job Description Approved by: Human Resources

Name:

Designation :

Date:

Leeds City Council
Resources & Housing

Job Title:	Senior Water Management Technician	
Service Area:	Leeds Building Services	Grade: C3
Directorate:	Resources & Housing	Date: June 2017
Responsible To	Team Leader	
Responsible For	Water Management Technicians	
Job Purpose	To support the Team Leader in managing staff to deliver a customer focused, safe, efficient and comprehensive construction, repairs and maintenance service through the Council's internal service provider. The Senior Water Management Technician will support one of the Business Units within Leeds Building Services.	

Duties:

- To support the Team Leader provide a support service to contribute to the delivery of business improvement plans for Leeds Building Services focussing on a range of activities which will deliver value for money to customers and contribute to the delivery of Council priorities.
- To undertake daily supervisory and line management duties for the Team, assisting the Team Leader in planning and prioritising workloads to ensure that resources are being deployed in the most effective way.
- Be responsible for carrying out inspections of premises, providing control and monitoring of Legionella for water services within Leeds City Council properties. This work will regularly involve working at heights, taking water temperatures and samples and working in confined spaces.
- To undertake and compile risk assessments for water services within Leeds City Council properties.
- To maintain and monitor a central database on the provision of the required Legionella control measures.

- To instruct contractors undertaking identified remedial work to ensure compliance with standards.
- To review and audit risk assessments completed by external contractors to ensure compliance with standards.
- To meet regularly with Managers to ensure the service is meeting the required standards in respect of water management.
- To meet with building users/managers to present and explain the outcomes, impacts and importance of the risk assessments undertaken and the recommendations of arising actions.
- To keep up to date with, be aware of, and comply with the Departmental Health and Safety Management Systems and liaise with the Team Leader to ensure technical compliance with legislative requirements.
- To assist the Team Leader with investigating and resolving complaints regarding the service in accordance with the Councils Complaints Policy
- Support and contribute to the delivery of effective budget management using agreed processes and procedures
- Maintain effective relationships within Housing Leeds, other Council Directorates, external partners and agencies
- Contribute to effective performance management processes and continuous improvement.
- Maintain a high level of personal effectiveness and uphold and promote the values of Leeds City Council.
- To ensure all activities are delivered in accordance with all legal and regulatory requirements and in line with the Council's policies and procedures.
- To work flexibly across the Leeds Building Service to respond to Service priorities as needed.
- Provide high quality customer service utilising a range of written and verbal formats.
- Provide support to the management of LBS schemes and sub-contracts.

- To be accurate and efficient in the inputting and processing of data and in the use of ICT systems, and promote the use of new and existing ICT systems.
- Assist with responding to complaints regarding the service in accordance with the Council's complaints Policy.
- To report on incidents and accidents to support and contribute to Health and Safety standards in line with LCC policies and procedures.
- Undertake other duties commensurate with the grade.

Physical Conditions

The post holder will initially be based at Leeds Building Services, Seacroft Depot however the post holder may be required as part of their duties to work in other locations throughout the city to effectively deliver their duties.

Leeds City Council has a Smoke-Free Workplace policy and procedure.

Relationships: The post holder will be required to maintain effective relationships with the directorate leadership team, staff at all levels within the service and across the Council, Elected Members, external agencies, partners and the general public.

ECONOMIC CONDITIONS

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

SELECTION CRITERIA Leeds Building Services Snr Water Management Technician C3	Essential/Desirable E/D	Assessment Method Application, Interview, Test A/I/T
KNOWLEDGE An understanding of the role of Elected Members within the Council and the community An understanding of the diverse needs of communities and neighbourhoods An awareness of Leeds City Councils Equality and Diversity policy and procedures An understanding of housing legislation with particular emphasis on landlords repair and maintenance obligations An understanding of the need to comply with government regulations concerning Legionella 5 GCSE's (Grades A-C) or equivalent including English and Maths Hold a City and Guilds qualification in Water Management and Legionella control An understanding of responsibilities in terms of Health and Safety An understanding of the Council values and a commitment to embed them into ways of working	D D E E E E E E	
SKILLS Ability to provide effective leadership, direction and coordination regarding resources, workloads, processes and projects Excellent communication skills, both verbal and written Ability to resolve potential conflict and to gain cooperation and trust from colleagues, service users and contractors Ability to develop productive working relationships that encourage respect, trust and confidence Strong customer care focus and ability to communicate effectively with a wide variety of people face to face, over the phone and in writing Ability to take ownership and manage competing priorities without assistance, utilising a range of support materials as required Ability to use IT applications (Word & Excel) and management	E E E E E E E	

<p>information systems including palm held technology</p> <p>Ability to produce work of a high standard with an attention to detail, whilst meeting often tight deadlines</p> <p>Ability to work in partnership with other departments and agencies to improve service delivery</p> <p>Ability to use own initiative to develop solutions to ensure effective delivery of the service</p> <p>Ability to coach mentor and deliver training/ feedback to colleagues</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>EXPERIENCE</p> <p>Experience of working within a service area relevant to the post</p> <p>Experience of reporting to and working effectively with a range of colleagues and partners</p> <p>Experience of problem solving, individually and in a group setting</p> <p>Experience of working as part of a team to meet targets and deliver a responsive service</p> <p>Experience of working to customer care standards</p> <p>Experience of carrying out training or briefing sessions to staff/colleagues and partners</p> <p>Experience of responding to compliments and complaints</p> <p>Experience of managing and developing staff to achieve objectives and outcomes</p> <p>Experience of successfully presenting complex information to a range of audiences</p>	<p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	

<p>OTHER</p> <p>A commitment to the public service ethos, with a genuine interest in serving the public</p> <p>A commitment to continuous improvement and delivery of a high quality service</p> <p>A commitment to continuous personal development</p>	<p>E</p> <p>E</p> <p>E</p>	
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<p>Prospects</p> <p>Promotion:</p> <p>Training:</p>	<p>Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.</p> <p>Both 'in-house' and external training is encouraged to meet the needs of the individual and of the service.</p>
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<p>Qualifications</p> <p>The post holder will require the Water Management and Legionella Control City and Guilds qualification.</p>

And / or

Holder of current SMSTS qualification or equivalent health and safety qualification.

Or

Can demonstrate relevant experience in appropriate trade/field of work.

Post holders are expected to maintain the appropriate level of accreditation

The post holder will also require to evidence an advanced level of literacy and numeracy, through 5 GCSE's (Grades A-C) or equivalent including English and Maths

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city.

The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth.

As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work".

We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions

Job Description Prepared / Reviewed by:

Name : Paul Reeves/Nicky Malthouse

Designation :

Date:

Job Description Approved by: Human Resources

Name:

Designation :

Date:

Leeds City Council

Resources & Housing

Job Title:	Commercial Officer	
Service Area:	Leeds Building Services	Grade: C3
Directorate:	Resources & Housing	Date: June 2017
Responsible To	Team Manager	
Responsible For	N/A	
Job Purpose	To support the delivery of a customer focussed, safe, efficient and comprehensive construction repairs and maintenance service through the Council's internal service provider.	
	The Commercial Officer will assist the Team Manager in maintaining the day to day operation of the service.	
	To support one of the Business Units within Leeds Building Services.	

Duties:

- Manage information and processes, and provide information and other services, to support the delivery of an efficient, effective and outcome focused business support service.
- Support the delivery of work across Leeds Building Services, contributing to the successful delivery of strategic priorities to a high standard, within a context of budget pressures and funding restrictions.
- Promote and support positive solutions to achieve diversity and equality of opportunity in all aspects of service delivery, community engagement and human resource areas.
- Support effective communications with colleagues, clients, councillors, partners and other stakeholders in accordance with council policy.
- Support open, responsive and accountable government, ensuring good governance compliance with financial and procurement procedures.
- Carry out all duties having regard to an employee's responsibility under the relevant health and safety policies.

- Support colleagues to deliver Leeds Building Services priorities, agenda and service performance, efficient reporting of benefits and risk, and agreed targets and objectives across the business in line with service plans.
- Provide project support as required across the unit's projects and procurement.
- Contribute to the development and maintenance of records and information systems.
- Provide analysis and evaluation of data and contribute to producing reports and information as required.
- Undertake research and obtain information to inform decisions including vetting suppliers.
- Support the receipt of tenders and aware an extension of contracts in line with legislation and procedures.
- Undertake other duties commensurate with the grade.

Physical Conditions

The post holder will initially be based at Leeds Building Services, Seacroft Depot however the post holder may be required as part of their duties to work in other locations throughout the city to effectively deliver their duties.

Leeds City Council has a Smoke-Free Workplace policy and procedure.

Relationships: The post holder will be required to maintain effective relationships with the directorate leadership team, staff at all levels within the service and across the Council, Elected Members, external agencies, partners and the general public.

ECONOMIC CONDITIONS

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

SELECTION CRITERIA Leeds Building Services Commercial Officer	Essential/Desirable E/D	Assessment Method Application, Interview, Test A/I/T
KNOWLEDGE An understanding of the role of Elected Members within the Council and the community An awareness and commitment to Leeds City Councils Equality and Diversity Policies and Procedures An understanding of responsibilities in terms of Health and Safety An understanding of the Council values and a commitment to embed them into ways of working NVQ 3 in relevant subject or relevant experience Knowledge of general office systems and procedures Some knowledge of procedures and legislation relevant to role, including financial regulations	E E E E E E E	
SKILLS Ability to provide effective leadership, direction and co ordination regarding resources, workloads, processes and projects Good numeracy and literacy skills Ability to communicate effectively with people at different levels inside and outside the council, including complex information Ability to work with minimal supervision Ability to use own initiative and find solutions to problems Ability to supervise others, directing and checking work Excellent communication skills, both verbal and written	E E E E E E E	
EXPERIENCE Experience of reporting to and working effectively with a range of colleagues and partners Experience of working as part of a team to meet targets and deliver a customer focused service Experience of working dealing with queries from a wide range of people Experience of problem solving, individually and in a group setting Experience of working with quality driven administrative systems and procedures Experience of working effectively with computerised systems and procedures Experience of entering, extracting and analysing data from information databases, with an ability to produce and present routine reports and data to agreed standards Experience of providing comprehensive and accurate information in a written format.	E E E E E E E E E	

OTHER		
A commitment to the public service ethos, with a genuine interest in serving the public	E	
A commitment to continuous improvement and delivery of a high quality service	E	
A commitment to continuous personal development	E	

Prospects	
Promotion:	Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.
Training:	Both 'in-house' and external training is encouraged to meet the needs of the individual and of the service.

Qualifications	
Educated to NVQ Level 3 in relevant subject or equivalent level qualification	
Or	
Can demonstrate relevant experience in appropriate field of work.	

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city.	
The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.	

Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth.	
As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work".	
We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions	

Job Description Prepared / Reviewed by:	Job Description Approved by: Human Resources
Name : Paul Reeves/Nicky Malthouse	Name:

Designation : Heads of Leeds Building Services Designation :

Date:

Date:

Leeds City Council

Job Description

Job Title: Estimator

Service Area: Leeds Building Services **Grade:** SO2

Directorate: Resources and Housing **Date:** April 2017

Responsible to: Team Manager **Responsible for:** N/A

Job Purpose: To support the delivery of a customer focussed, safe, efficient and comprehensive construction, repairs and maintenance service through the Council's internal service provider.

The Estimator will support one of the Business Units within Leeds Building Services.

Duties:

- To provide a support service to contribute to the delivery of business improvement plans, for Leeds Building Services focussing on a range of activities which will deliver value for money to customers and contribute to the delivery of Council priorities.
- Be responsible for estimating according to business needs within Leeds Building Services.
- To be responsible for providing detailed labour/plant and material construction estimates and quotes to enable Leeds Building Services to procure and quote for internal and external works.
- To liaise regularly with all relevant stakeholders and external agencies to facilitate the development of tenders, quotes and budgets.
- To accurately identify the labour, materials and plant requirements of the tenders and quotes.
- To accurately use specifications, drawings, client site visits and Schedule of Rates (SOR's) to facilitate tender/quotes.

- To proactively assess and implement methods of temporary works for inclusion into the tender, quote and budget.
- To evaluate and agree all defined costs and interim/final accounts within agreed timescales.
- Provide sub-contractor pricing documentation prior to tendering.
- Evaluate sub-contractors submissions and check sub-contractor submissions for payment.
- Ensure interim valuations and variations are accurately checked and paid in accordance with LCC's policy and procedures.
- Attend all project meetings as required to support service delivery in line with Service Level Agreements.
- To be responsible for providing financial reports and programme of works as required and maintain contractual information.
- To agree and submit variation orders with all parties within agreed timescales and in line with the agreed variation process.
- To maintain effective relationships with Housing Leeds, other Council Directorates, external partners and agencies to deliver contracts and ensure effective revenue and capital investment are achieved
- Maintain a high level of personal effectiveness and uphold and promote the values of Leeds City Council.
- To ensure all activities are delivered in accordance with all legal and regulatory requirement and in line with the Council's policies and procedures.
- To work flexibly across the Leeds Building Service to respond to Service priorities as needed.
- To undertake other duties commensurate with the grade.
- To provide support to the management of Leeds Building Services schemes and Sub contracts.
- To be accurate and efficient in the inputting and processing of data and in the use of ICT systems.

Leeds Building Services Estimator SO2	Essential/ Desirable E/D	Means of Assessment: App./Interview/ Test/Certificate
<p>KNOWLEDGE</p> <p>To have an industry recognised qualification</p> <p>An understanding of the role of Elected Members within the Council and the community</p> <p>An understanding of the diverse needs of communities and neighbourhoods and of how to involve them effectively in finding solutions to the issues they face</p> <p>An understanding of and commitment to equality and diversity in terms of both employment and service delivery</p> <p>An understanding of landlord legislation with particular emphasis on landlords repair and maintenance obligations</p> <p>An understanding of responsibilities in terms of Health and Safety</p> <p>A strong awareness of Asbestos related issues and responsibilities</p> <p>An understanding of HR Policies and procedures</p> <p>An understanding of the Council values and a commitment to embed them into ways of working</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>	
<p>SKILLS</p> <p>Ability to provide effective leadership, direction and coordination regarding resources, workloads, processes and projects</p> <p>Ability to manage and monitor performance effectively and provide clear objectives</p> <p>Excellent communication skills, both verbal and written</p> <p>Ability to resolve potential conflict and to gain cooperation and trust with colleagues and service users</p> <p>Ability to coach, develop and support new colleagues including apprentices</p> <p>Ability to develop productive working relationships that command respect, trust and confidence</p> <p>Strong customer care focus and ability to communicate effectively with customers, staff, contractors and elected members face to face, over the phone or in writing</p> <p>Ability to manage competing priorities whilst delivering on a range of service objectives and whilst adapting to changing circumstances</p> <p>Ability to use IT applications (Word & Excel) and management information systems including palm held technology (Total</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	

Mobile)		
Ability to produce work of a high standard with attention to detail, whilst meeting often tight deadlines	E	
Ability to work across service boundaries to achieve objectives and outcomes	E	
Ability to use own initiative to develop solutions to issues and problems to ensure effective delivery of the service	E	
To have the ability to assess and diagnose statistical information	E	
EXPERIENCE		
Experience of working within a service area relevant to the post	E	
Experience of working as an Estimator within a relevant service area	E	
Experience of coaching and developing staff	D	
Experience of working effectively with a range of colleagues, partners and contractors	E	
Experience of problem solving, individually and in a group setting	E	
Experience of responding to compliments and complaints	D	
Experience of successfully presenting complex information to a range of audiences carrying out training or briefing sessions to staff/colleagues and partners	E	
	D	

OTHER		
A commitment to the public service ethos, with a genuine interest in serving the public	E	
A commitment to continuous improvement and delivery of a high quality service	E	
A commitment to continuous personal development	E	

Prospects	
Promotion:	Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.
Training:	Both 'in-house' and external training is encouraged and some will be mandatory to meet the needs of the individual and of the service.

Qualifications
Relevant construction, mechanical electrical or engineering related qualification (eg Gas Safe, IOSH, NICIEC).
And / or
Holder of current SMSTS qualification or equivalent health and safety qualification.

Or

Can demonstrate relevant experience in appropriate trade/field of work.

Postholders are expected to maintain the appropriate level of accreditation

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city.

The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth.

As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work".

We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions

Job Description Prepared / Reviewed by:

Name : Paul Reeves/Nicky Malthouse

Designation : Head of Leeds Building Services

Date:

Job Description Approved by: Human Resources

Name:

Designation :

Date:

Leeds City Council

Resources & Housing

Job Title:	Planner	
Service Area:	Leeds Building Services	Grade: S02
Directorate:	Resources & Housing	Date: June 2017
Responsible To	Service Manager	
Responsible For	Business Support Officers/Trade Operatives	

Job Purpose	<p>To ensure the effective planning of resources in order to deliver safe, high quality services to customer with a drive to achieve right first time.</p> <p>To provide supervision to trade operatives and ensure adequate planning of services in line with current health and safety obligations</p> <p>The Planner will support one of the Business Units within Leeds Building Services</p>
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Duties:

- Plan and distribution of work to operatives and sub contractors in order to align resources to meet service demand and agreed targets.
- To assist the Service Manager and Planners in organising and planning workloads to ensure that available resources are being deployed in the most effective way. Achieving maximum quality and productivity to deliver the service plan priorities.
- To provide support and guidance to team members with day to day issues in line with LCC policies and procedures.
- To train, coach and mentor staff including Apprentices to ensure they have appropriate development plans in place where necessary, in order that they achieve their full potential.
- Effectively liaise with customers, clients and external stakeholders to ensure all repair related issues are identified and any specific requirements are adhered to.

- Supervision of trade operatives and sub contractors to ensure that works are carried out effectively and efficiently in line with agreed service standards and other targets including compliance with agreed procedures and protocols.
- Ensure that work is allocated to subcontractors to comply with terms and conditions of their contract agreements and agreed work allocation protocols. Ensure timely completion of payments.
- To ensure that staff feel motivated and engaged in the values, vision and direction of the service, and to promote the values of the Council through appropriate behaviour and professionalism.
- To ensure effective positive and open relationships with staff and trade union representatives in the working environment.
- Attend and contribute to regular toolbox talk with operatives and site supervisors.
- Monitor existing KPI's and produce a range of management information.
- To assist the Service Manager with investigating and resolving complaints regarding the service in accordance with the Councils Complaints Policy.
- To liaise with the Service Manager to ensure technical compliance with legislative bodies.
- Assist in the development and review of appropriate risk assessments, ensuring that safe systems of work are implemented as necessary.
- To investigate and report on incidents and accidents to identify the cause and take corrective action to prevent further injury, adverse effects or ill health occurring.
- Ensure appropriate safeguarding reporting procedures are adhered to and are in place.
- Maintain a high level of personal effectiveness and uphold and promote the name and reputation of Leeds City Council and operate in accordance with the Leeds City Council code of Conduct and Staff Guide.
- Ensure that work is delivered in line with Business Continuity and risk management procedures in place in Leeds Building Services.
- To contribute to strategy and workforce planning as required by the service.
- To ensure all activities are delivered in accordance with all legal and regulatory requirements and in line with the Council's policies and procedures.

- Undertake other duties commensurate with the grade.
- To work flexibly across the Leeds Building Service to respond to Service priorities as needed.
- To support change management activities including organisational development as required.
- Continually drive a value for money, customer focussed service.
- To promote Equality and Diversity within the Service in line with Council Policy.

Physical Conditions

The post holder will be based at Leeds Building Services, Seacroft Depot however the post holder may be required as part of their duties to work in other locations throughout the city to effectively deliver their duties.

Leeds City Council has a Smoke-Free Workplace policy and procedure.

Relationships: The post holder will be required to maintain effective relationships with the directorate leadership team, staff at all levels within the service and across the Council, Elected Members, external agencies, partners and the general public.

ECONOMIC CONDITIONS

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

SELECTION CRITERIA Leeds Building Services Team Leader SO2	Essential/ Desirable E/D	Means of Assessment: App./Intervie w/ Test/Certificat e
<p>KNOWLEDGE</p> <p>An understanding of the role of Elected Members within the Council and the community</p> <p>An understanding of the diverse needs of communities and neighbourhoods</p> <p>An understanding of and commitment to equality and diversity in terms of both employment and service delivery</p> <p>An understanding of landlord legislation with particular emphasis on repair and maintenance obligations</p> <p>An understanding of responsibilities in terms of Health and Safety</p> <p>An awareness of Asbestos related issues and responsibilities</p> <p>An understanding of employment policies including managing attendance and disciplinary procedures</p> <p>An understanding of the Council values and a commitment to embed them into ways of working</p> <p>Ensure legislative knowledge and practice is kept up to date in line with regulatory changes and appropriate training is undertaken where required</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>SKILLS</p> <p>Ability to provide effective leadership, direction and coordination regarding resources, workloads, processes and projects</p> <p>Ability to manage and monitor performance effectively and provide clear objectives</p> <p>Excellent communication skills, both verbal and written</p> <p>Ability to resolve potential conflict and to gain cooperation and trust</p> <p>Ability to supervise, direct and motivate staff</p> <p>Ability to develop productive working relationships that command respect, trust and confidence</p> <p>Strong customer care focus and ability to communicate effectively with customers, staff, contractors and Elected Members face to face, over the phone and in writing</p> <p>Ability to manage competing priorities whilst delivering on a range of service objectives and whilst adapting to changing circumstances</p> <p>Ability to use IT applications (Word & Excel) and management information systems including palm held technology</p> <p>Ability to produce work of a high standard with a attention to detail, whilst meeting often tight deadlines</p> <p>Ability to work across service boundaries to achieve objectives and outcomes</p> <p>Ability to use own initiative to develop solutions to complex issues and problems to ensure effective delivery of the service</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	

EXPERIENCE		
Experience of working within a service area relevant to the post	D	
Experience of supervising staff/teams	E	
Experience of reporting to and working effectively with a range of colleagues and partners	E	
Experience of problem solving, individually and in a group setting	D	
Experience of carrying out training or briefing sessions to staff/colleagues and partners	E	
Experience of responding to compliments and complaints		
Experience of managing and developing staff to achieve objectives and outcomes	D	
Experience of successfully presenting complex information to a range of audiences	D	
Experience of producing information for tender documents including design, specification, pricing and performance	E	

OTHER		
A commitment to the public service ethos, with a genuine interest in serving the public	E	
A commitment to continuous improvement and delivery of a high quality service	E	
A commitment to continuous professional development	E	

Prospects	
Promotion:	Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.
Training:	Both 'in-house' and external training is encouraged and some will be mandatory to meet the needs of the individual and of the service.

Qualifications
Relevant construction, mechanical electrical or engineering related qualification (eg Gas Safe, IOSH, NICIEC).
And / or
Holder of current SMSTS qualification or equivalent health and safety qualification.
Or
Can demonstrate relevant experience in appropriate trade/field of work.
Postholders are expected to maintain the appropriate level of accreditation

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city.

The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth.

As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work".

We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions

Job Description Prepared / Reviewed by:

Name : Paul Reeves/Nicky Malthouse

Designation : Head of Leeds Building Services

Date:

Job Description Approved by: Human Resources

Name:

Designation :

Date:

Leeds City Council

Resources & Housing

Job Title:	Team Leader	
Service Area:	Leeds Building Services	Grade: S02
Directorate:	Resources & Housing	Date: June 2017
Responsible To	Team Manager	
Responsible For	Business Support Officer/Snr Business Support Officer/Chargehands	
Job Purpose	<p>To support the Team Manager in managing staff to deliver a safe, efficient, comprehensive and customer focussed, construction, repairs and maintenance service through the Council's internal service provider.</p> <p>The Team Leader will support the Team Manager in maintaining the day to day operation of the service.</p> <p>The Team Leader will support one of the Business Units within Leeds Building Services</p>	

Duties:

- Assist the Team Manager to deliver business improvement plans for Leeds Building Services, focussing on a range of activities which will deliver Value for Money services to customers and contribute to the delivery of Council priorities.
- To be responsible for undertaking daily supervisory and line management duties for a team within Leeds Building Services
- To assist the Team Manager and Planners in organising and planning workloads to ensure that available resources are being deployed in the most effective way. Achieving maximum quality and productivity to deliver the service plan priorities.
- To provide support and guidance to team members with day to day issues in line with LCC policies and procedures.
- To train, coach and mentor staff including Apprentices to ensure they have appropriate development plans in place where necessary, in order that they achieve their full potential.
- To assist the Team Manager in managing the attendance process to minimise absence.

- To manage the performance of staff and to respond appropriately to instances of under and over performance in line with LCC policies and procedures
- To carry out and oversee quality staff appraisals, team talks and 1-2-1s within the team ensuring that these are effectively documented.
- To ensure that staff feel motivated and engaged in the values, vision and direction of the service, and to promote the values of the Council through appropriate behaviour and professionalism.
- To ensure effective positive and open relationships with staff and trade union representatives in the working environment.
- To ensure that all operatives and sub-contractors are working to achieve the departmental key performance indicators, working in line with agreed Service Level Agreements, whilst striving to complete works on a right first time basis.
- To assist the Team Manager with investigating and resolving complaints regarding the service in accordance with the Councils Complaints Policy.
- To liaise with the Team Manager to ensure technical compliance with legislative bodies.
- Assist in the development and review of appropriate risk assessments, ensuring that safe systems of work are implemented as necessary.
- To investigate and report on incidents and accidents to identify the cause and take corrective action to prevent further injury, adverse effects or ill health occurring.
- Maintain a high level of personal effectiveness and uphold and promote the name and reputation of Leeds City Council and operate in accordance with the Leeds City Council code of Conduct and Staff Guide.
- Ensure that work is delivered in line with Business Continuity and risk management procedures in place in Leeds Building Services.
- To contribute to strategy and workforce planning as required by the service.
- To ensure all activities are delivered in accordance with all legal and regulatory requirements and in line with the Council's policies and procedures.
- Undertake other duties commensurate with the grade.

- To work flexibly across the Leeds Building Service to respond to Service priorities as needed.
- To support change management activities including organisational development as required.
- Continually drive a value for money, customer focussed service.
- To promote Equality and Diversity within the Service in line with Council Policy.

Specific Duties

Operational

To work with and support colleagues contributing to the delivery of the Leeds Building Services Business Plan in one or more of the following areas:

- To ensure that all operatives use relevant ICT systems accurately to agreed timescales to ensure income and expenditure targets are achieved to support the Service Plan.
- To ensure that all LBS schemes and sub-contracts are managed appropriately and are carried out to the agreed requirements and specifications. Including effective contract management and the attendance of contract review meetings.
- To be responsible for the provision of appropriate tools, resources, equipment and vehicles in the team on a day to day basis in line with agreed criteria.
- Provide advice and maintain an up to date expert awareness and knowledge of a comprehensive range of repairs, maintenance, installation methods, current legislation and new innovations as required
- Undertake and produce estimates on minor works as and when required.
- To ensure the effective delivery of Health and Safety processes, escalating issues and non-compliance to the Team Manager.
- If applicable ensure that the results of inspection and testing are recorded correctly on the appropriate certificates/reports and are available for inspection when required.
- Safeguarding all forms of certification and reporting any loss, theft or misuse in line with LCC information governance standards.

- To be responsible for the effective budget management of schemes, escalating any issues to the Team Manager as appropriate
- Specific professional qualifications and/or demonstrable experience will be required dependant on the service requirements

Additional Duties for Qualifying Supervisor Only

- Satisfy the technical training and/or experience requirements of NICIEC and complete annual accreditation.
- Understand the Electricity at Work Regulations, and the Codes of Practice and guidance documents relevant to the range of electrical work undertaken.
- Undertake the inspection, testing, verification, certification and reporting procedures for the range of electrical work undertaken.
- Ensure the result of inspection and testing are recorded correctly and certified in line with statutory requirements.
- Ensure the business premises, equipment, documentation and records are available for inspection when required by NICIEC
- Undertake regular checks of testing equipment, ensuring that the equipment satisfies GS38 and that calibration of equipment is kept up to date.

Business Management

To work with and support colleagues contributing to the delivery of the Leeds Building Services Business Plan in one or more of the following areas:

- To undertake performance management activities with responsibility for providing reports as required.
- To undertake resource management and planning, to support effective service delivery.
- To produce management information reporting as required to meet the needs of the service and stakeholders.
- Support the provision of robust financial management.

- To support the delivery of governance, effective procurement and contract management across the service.
- To support the maintenance and development of ICT Systems
- To ensure that robust Health and Safety Processes and Audit regimes are in place and are delivered across the service, escalating issues and non-compliance to the Team Manager.
- To ensure that systems for robust risks and issues monitoring are in place and utilised.
- To contribute to the maintenance and development of existing and new processes and policies within the service.
- To provide advice and guidance to support the effective delivery of governance and contract management.
- To keep up to date with best practice and new technologies in relation to effective business management.

Physical Conditions

The post holder will be based at Leeds Building Services, Seacroft Depot however the post holder may be required as part of their duties to work in other locations throughout the city to effectively deliver their duties.

Leeds City Council has a Smoke-Free Workplace policy and procedure.

Relationships: The post holder will be required to maintain effective relationships with the directorate leadership team, staff at all levels within the service and across the Council, Elected Members, external agencies, partners and the general public.

ECONOMIC CONDITIONS

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

SELECTION CRITERIA Leeds Building Services Team Leader SO2	Essential/ Desirable E/D	Means of Assessment: App./Intervie w/ Test/Certificat e
<p>KNOWLEDGE</p> <p>An understanding of the role of Elected Members within the Council and the community</p> <p>An understanding of the diverse needs of communities and neighbourhoods</p> <p>An understanding of and commitment to equality and diversity in terms of both employment and service delivery</p> <p>An understanding of landlord legislation with particular emphasis on repair and maintenance obligations</p> <p>An understanding of responsibilities in terms of Health and Safety</p> <p>An awareness of Asbestos related issues and responsibilities</p> <p>An understanding of employment policies including managing attendance and disciplinary procedures</p> <p>An understanding of the Council values and a commitment to embed them into ways of working</p> <p>Ensure legislative knowledge and practice is kept up to date in line with regulatory changes and appropriate training is undertaken where required</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>SKILLS</p> <p>Ability to provide effective leadership, direction and coordination regarding resources, workloads, processes and projects</p> <p>Ability to manage and monitor performance effectively and provide clear objectives</p> <p>Excellent communication skills, both verbal and written</p> <p>Ability to resolve potential conflict and to gain cooperation and trust</p> <p>Ability to supervise, direct and motivate staff</p> <p>Ability to develop productive working relationships that command respect, trust and confidence</p> <p>Strong customer care focus and ability to communicate effectively with customers, staff, contractors and Elected Members face to face, over the phone and in writing</p> <p>Ability to manage competing priorities whilst delivering on a range of service objectives and whilst adapting to changing circumstances</p> <p>Ability to use IT applications (Word & Excel) and management information systems including palm held technology</p> <p>Ability to produce work of a high standard with a attention to</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	

<p>detail, whilst meeting often tight deadlines</p> <p>Ability to work across service boundaries to achieve objectives and outcomes</p> <p>Ability to use own initiative to develop solutions to complex issues and problems to ensure effective delivery of the service</p>	<p>D</p> <p>E</p> <p>D</p>	
<p>EXPERIENCE</p> <p>Experience of working within a service area relevant to the post</p> <p>Experience of supervising staff/teams</p> <p>Experience of reporting to and working effectively with a range of colleagues and partners</p> <p>Experience of problem solving, individually and in a group setting</p> <p>Experience of carrying out training or briefing sessions to staff/colleagues and partners</p> <p>Experience of responding to compliments and complaints</p> <p>Experience of managing and developing staff to achieve objectives and outcomes</p> <p>Experience of successfully presenting complex information to a range of audiences</p> <p>Experience of producing information for tender documents including design, specification, pricing and performance</p>	<p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>D</p>	

<p>OTHER</p> <p>A commitment to the public service ethos, with a genuine interest in serving the public</p> <p>A commitment to continuous improvement and delivery of a high quality service</p> <p>A commitment to continuous professional development</p>	<p>E</p> <p>E</p> <p>E</p>	
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<p>Prospects</p> <p>Promotion: Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.</p> <p>Training: Both 'in-house' and external training is encouraged and some will be mandatory to meet the needs of the individual and of the service.</p>	
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<p>Qualifications</p> <p>Relevant construction, mechanical electrical or engineering related qualification (eg Gas Safe, IOSH,NICIEC).</p> <p>And / or</p> <p>Holder of current SMSTS qualification or equivalent health and safety qualification.</p> <p>Or</p>

Can demonstrate relevant experience in appropriate trade/field of work.

Postholders are expected to maintain the appropriate level of accreditation

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city.

The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth.

As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work".

We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions

Job Description Prepared / Reviewed by:

Name : Paul Reeves/Nicky Malthouse

Designation : Head of Leeds Building Services

Date:

Job Description Approved by: Human Resources

Name:

Designation :

Date:

Leeds City Council
Resources & Housing

Job Title: Team Manager
Service Area: Leeds Building Services **Grade:** PO2
Directorate: Resources & Housing **Date:** March 2017
Responsible To: Service Manager
Responsible For: Team Leader

Job Purpose

To successfully manage & support the Service Manager to deliver a safe, efficient, comprehensive and customer focused, construction, repairs and maintenance service through the council's internal service provider.

The Team Manager will assist the Service Manager in maintaining the day to day operation of the service and will support the strategic development of the service.

The Team Manager will manage a service area within Leeds Building Services.

Duties:

- Assist and support the Service Manager to deliver business improvement plans for Leeds Building Services, focussing on a range of activities which will deliver value for money services to customers and contribute to the delivery of council priorities.
- To be responsible & accountable in pro actively managing budgets within an assigned service area, working within financial regulations.
- To be responsible for undertaking daily line management duties, for a team within Leeds Building Services.
- To demonstrate visible leadership and motivational management styles to create a high performance culture which drives continuous improvement, organisational change and efficiencies whilst delivering service priorities.
- To manage and support the team leaders, ensuring they are organising and planning resources in the most effective way, achieving maximum quality and

productivity. Providing oversight to the Service Manager on the management & planning of resources.

- To support the Service Manager in maintaining appropriate systems to monitor and control costs, achieving financial and performance KPI's & ensuring that the quality and value for money can be demonstrated in the delivery of the service.
- To provide support and guidance to the Team Leaders with day to day issues, in line with LCC policies and procedures.
- To maintain effective relationships within Housing Leeds, other Council Directorates, external partners and agencies. Delivering contracts and ensuring effective revenue and capital investment is achieved.
- To train, coach and mentor staff, ensuring they have appropriate development plans in place in order for them to achieve their full potential.
- Supporting Team Leaders with the managing attendance process to minimise absences.
- To deputise for the Service Manager on an adhoc basis.
- To effectively manage the performance of staff and quality of work, responding appropriately to instances of under or over performance in line with LCC policies and procedures, implementing support measures where needed to ensure service standards are achieved.
- To carry out and oversee staff appraisals, team talks and one to ones identifying any areas for development, keeping communication levels high within the team & documenting these effectively.
- To ensure that staff feel motivated and engaged in the values, vision and direction of the service. Promoting the values of the council through appropriate behaviour and professionalism.
- To ensure effective, positive and open relationships with staff and trade union representatives in the working environment.
- To ensure that all colleagues and sub-contractors are working to achieve the departmental key performance indicators, working in line with the service level agreements, whilst striving to complete work on a right first time basis.
- Implementing effective business processes to drive forward business improvement.

- To develop and maintain a professional relationship with sub- contractors, using effective contract management. Managing the performance and quality of work undertaken by responding appropriately to instances of under/ over performance, implementing support measures where needed, ensuring regular contract review meetings.
- To be responsible for investigating and resolving any escalated complaints regarding the service in line with the LCC policies and procedures.
- To take responsibility and assist the service manager with the contribution for Health and Safety Management in line with LCC policies and procedures.
- Maintain a high level of personal effectiveness to uphold and promote the name and reputation of Leeds City Council, operating in accordance with the LCC code of conduct and staff guide.
- Ensure that work is delivered in line with effective business continuity and risk management procedures are in place within Leeds Building Services.
- To ensure that all activities are delivered in accordance with all legal and regulatory requirements and in line with the councils policies and procedures.
- To work flexibly across Leeds Building Services responding to service priorities when needed, undertaking other duties appropriate to the post as required by the Service Manager.
- To manage a team ensuring technical compliance with legislative bodies.
- Lead on the review of appropriate risk assessments, ensuring that safe systems of work are implemented as necessary.
- Support any change management activities including organisational development as required.
- To promote equality and diversity and continually drive a value for money, customer focussed service in line with LCC policies and procedures.
- Ensure safeguarding reporting procedures are in place and ensure all staff adhere to them.
- Ensure continuing compliance with the Housing Leeds Access to Information Protocol, (in particular the Freedom of Information Act, Data Protection Act and Access to Information Act) other appropriate regulations, good practice and guidance.

- Specific qualifications and/ or demonstrable experience may be required, dependant on the service requirements.
- Undertake other duties commensurate with the grade..
- General understanding of SLA's and construction contracts such as; JCT & NEC contracts.
- Undertake and produce estimates, pricing documents, designs for smaller schemes, and final accounts as appropriate and also provide oversight to staff undertaking these activities.

Specific Duties

Operational

- Provide advice and maintain an up to date expert awareness and knowledge of a comprehensive range of repairs, maintenance, installation methods, current legislation and new innovations.
- Provide suitable interpretation and technical advice to Managers, staff and other stakeholders.
- To be responsible for the provision of appropriate tools, resources, equipment and vehicles in the team on a day to day basis.
- Ensure that the results of inspection and testing are recorded correctly on the appropriate certificates or reports.
- Ensure the business premises, equipment, documentation and records are available for inspection when required by appropriate governing body (eg Asbestos BOHS, Gas Safe, NICIEC)
- Safeguarding all forms of certification and reporting any loss, theft or misuse in line with LCC information governance standards.
- To ensure that colleagues can use the relevant IT systems correctly and accurately, to agreed timescales ensuring income and expenditure targets are achieved.
- To ensure that LBS schemes and sub-contractors are managed appropriately and carried out to the agreed requirements and specifications. Including

effective contract management and the attendance of contract review meetings.

- To ensure the effective delivery of the H&S processes along with the compliance within the H&S management processes and the delivery of audits.
- To lead on effective & efficient budget management within a Section.

Additional Duties for Qualifying Supervisor Only

- Satisfy the technical training and/or experience requirements of NICIEC and successfully complete annual accreditation.
- Understand the Electricity at Work Regulations, and the Codes of Practice and guidance documents relevant to the range of electrical work undertaken.
- Undertake the inspection, testing, verification, certification and reporting procedures for the range of electrical work undertaken.
- Ensure the result of inspection and testing are recorded correctly and certified in line with statutory requirements.
- Ensure the business premises, equipment, documentation and records are available for inspection when required by NICIEC.
- Undertake regular checks of testing equipment, ensuring that the equipment satisfies GS38 and that calibration of equipment is kept up to date.
- Proactively manage the implementation of legislative changes to legislation to ensure processes, knowledge and practice of all qualifying supervisors is up to date.

Business Management

To work with and support colleagues contributing to the delivery of the 'Leeds Building Services Business Plan' in one or more of the following areas:

- To carry out & lead on performance management activities ensuring that reports are provided as required.
- To lead on effective resource management and planning, within a specified service area to support effective service delivery.
- To produce and report on the management information as required, meeting the needs of the service and stakeholders.

- To lead on the provision of robust financial management.
- To support and lead on the delivery of good governance, effective procurement and contract management across the service, Providing strong advice and guidance to support the effective delivery of this.
- To support the maintenance, development and effective use of ICT systems.
- To lead on ensuring that robust Health & Safety processes and audit regimes are in place, being delivered across the service. Escalating issues with non-compliance to the Service Manager.
- To manage the systems for robust risks and issues monitoring, ensuring that these are in place and being utilised.
- To assist and support the Service Manager with the maintenance and development of existing and new processes and policies within the service.
- To keep up to date, encourage and support best practices and new technologies in relation to effective business management.

SELECTION CRITERIA	Essential/	Means of Assessment:
Leeds Building Services Team Manager PO2	Desirable E/D	App./Interview/ Test/Certificate
KNOWLEDGE An understanding of the role of Elected Members within the Council and the community An understanding of the diverse needs of communities and neighbourhoods An understanding of and commitment to equality and diversity in terms of both employment and service delivery An understanding of landlord legislation with particular emphasis on repair and maintenance obligations An understanding of responsibilities in terms of Health and Safety	E E E E	

<p>An strong awareness of Asbestos related issues and responsibilities</p> <p>An understanding of Employment Policies including managing attendance and disciplinary procedures</p> <p>An understanding of the Council values and a commitment to embed them into ways of working</p> <p>Ensure legislative knowledge and practice is kept up to date in line with regulatory changes and appropriate training is undertaken where required</p>	<p>E</p> <p>E</p> <p>E</p>	
<p>SKILLS</p> <p>Ability to provide effective leadership, direction and coordination regarding resources, workloads, processes and projects</p> <p>Ability to manage and monitor performance effectively and provide clear objectives</p> <p>Excellent communication skills, both verbal and written</p> <p>Ability to resolve potential conflict and to gain cooperation and trust</p> <p>Ability to supervise, direct and motivate staff</p> <p>Ability to develop productive working relationships that command respect, trust and confidence with colleagues and service user</p> <p>Strong customer care focus and ability to communicate effectively with customers, staff, contractors and elected members face to face, over the phone and in writing</p> <p>Ability to manage competing priorities whilst delivering on a range of service objectives and whilst adapting to changing circumstances</p> <p>Ability to use IT applications (Word & Excel) and management information systems including palm held technology</p> <p>Ability to produce work of a high standard with a attention to detail, whilst meeting often tight deadlines</p> <p>Ability to work across service boundaries to achieve objectives and outcomes</p> <p>Ability to use own initiative to develop solutions to complex issues and problems to ensure effective delivery of the service</p> <p>Ability to resolve potential conflict and to gain cooperation and</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	

trust with colleagues, service users and contractors		
EXPERIENCE		
Experience of working within a service area relevant to the post	E	
Experience of supervising staff/teams	E	
Experience of reporting to and working effectively with a range of colleagues and partners	E	
Experience of problem solving, individually and in a group setting	E	
Experience of carrying out training or briefing sessions to staff/colleagues and partners	E	
Experience of responding to compliments and complaints	E	
Experience of managing and developing staff to achieve objectives and outcomes	E	
Experience of successfully presenting complex information to a range of audiences	E	
Experience of producing information for tender documents including design, specification, pricing and performance	E	

OTHER		
A commitment to the public service ethos, with a genuine interest in serving the public	E	
A commitment to continuous improvement and delivery of a high quality service	E	
A commitment to continuous personal development	E	

Prospects	
Promotion:	Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.

Training:

Both 'in-house' and external training is encouraged and some will be mandatory to meet the needs of the individual and of the service.

Qualifications

Relevant construction, mechanical electrical or engineering related qualification (eg Gas Safe, IOSH, NICIEC).

And / or

Holder of current SMSTS qualification or equivalent health and safety qualification.

Or

Can demonstrate relevant experience in appropriate trade/field of work.

Postholders are expected to maintain the appropriate level of accreditation

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city.

The City Council is committed to its value of Treating People Fairly; this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, and marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth. As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work". We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions

Job Description Prepared / Reviewed by:

Job Description Approved by: Human Resources

Name : Paul Reeves/Nicky Malthouse

Name:

Designation : Head of Leeds Building Services

Designation :

Date:

Date:

Leeds City Council
Resources & Housing

Job Title:	Service Manager	
Service Area:	Leeds Building Services	Grade: PO4
Directorate:	Resources & Housing	Date: April 2017
Responsible To	Head of Service	
Responsible For	Team Manager	

Job Purpose To successfully lead and manage the delivery of a customer focussed, safe, efficient and comprehensive construction, repairs and maintenance service through the Council's internal service provider.

The Service Manager will assist the Operations/Business Manager in managing and maintaining the day to day operation of the service and will support the strategic management of the service.

The Service Manager will support one of the Business Units within Leeds Building Services

Duties:

- Assist the Operations/Business Manager to develop and deliver strategic business improvement plans for Leeds Building Services focussing on a range of activities which will deliver value for money services to customers and contribute to the delivery of Council priorities.
- Be responsible and accountable for effective budget management within an assigned service area working within financial regulations.
- Develop and maintain appropriate systems to monitor and control costs and achieve financial and performance KPI's to ensure that quality and value for money can be demonstrated in the delivery of the service.
- Develop and maintain effective relationships within Housing Leeds, other Council Directorates, external partners and agencies, to deliver contracts and ensure effective revenue and capital investment is achieved.
- Provide and promote clear direction, visible leadership and motivational management to create a high performance culture which drives continuous

improvement, organisational change and efficiencies whilst delivering service priorities.

- Deputise for the Operations/Business Manager as appropriate on an adhoc basis.
- Develop and implement rigorous and effective business processes to drive forward service improvements.
- Maintain a high level of personal effectiveness and uphold and promote the values of Leeds City Council.
- Ensure that effective business continuity and risk management procedures are in place in Leeds Building Services.
- To ensure all activities are delivered in accordance with all legal and regulatory requirements and in line with the Council's policies and procedures.
- To work flexibly across the Leeds Building Services to respond to Service priorities as needed and undertake other duties appropriate to the post as required by the Head of Service.
- Oversee the programming of works and lead on the planning and management of resources across the service.
- To effectively manage the performance of staff and quality of work produced and respond appropriately to instances of under and over performance through a coaching style of management, providing both high challenge and high support.
- To ensure effective, positive and open relationships with staff and trade union representatives in the working environment.
- To ensure that all colleagues and subcontractors are working to achieve the business and service plan.
- To be responsible for investigating and resolving escalated complaints regarding the service in accordance with the Council's Complaints Policy.
- To take responsibility for and contribute to Health and Safety Management in line with LCC policies and procedures and relevant legislation.
- Undertake other duties commensurate with the grade.

Specific Accountabilities

Operational

- To provide specialist advice and maintain an up to date awareness and knowledge of a comprehensive range of repairs, maintenance, and installation theories and methods.
- To ensure that LBS schemes and sub-contracts are managed appropriately and are carried out to the agreed requirements and specifications. Including effective contract management and the management and attendance of contract review meetings.
- To have a general understanding of SLAs and construction contract forms such as JCT, NEC contracts.
- Ensure that the results of inspection and testing are recorded correctly on the appropriate certificates or reports
- Ensure the business premises, equipment, documentation and records are available for inspection when required by appropriate governing body (eg Asbestos BOHS, Gas Safe, NICIEC)
- Safeguarding all forms of certification and reporting any loss, theft or misuse in line with LCC information governance standards.
- Undertake and produce estimates, pricing documents, design and final accounts as appropriate and also provide oversight to staff undertaking these activities.
- To ensure compliance with health and safety management processes and the delivery of audits.
- Specific qualifications and / or demonstrable experience may be required dependent on the service requirements.

Business Management

To work with, support and develop colleagues contributing to the delivery of the Leeds Building Services Business Plan in one or more of the following areas:

- To be responsible for the provision of performance management activities ensuring that reports are provided as required.
- To be responsible for effective resource management and planning within a specified service area, to support effective service delivery.
- To be responsible for the production of management information reporting as required to meet the needs of the service and stakeholders.
- To be responsible for provision of robust financial management.

- To be responsible for the delivery of good governance, effective procurement and contract management across the service.
- To support the maintenance, development and effective use of ICT Systems
- To be responsible for ensuring that robust Health and Safety Processes and Audit regimes are in place and are delivered across the service, escalating issues and non-compliance to Corporate Health and Safety and the Head of Service as appropriate.
- To be responsible for ensuring that systems within Leeds Building Services used for robust risks and issues monitoring are in place and utilised.
- To undertake the maintenance and development of existing and new processes and policies within the service.
- To ensure that robust advice and guidance is provided to support the effective delivery of good governance and contract management.
- To keep up to date with and promote best practice and new technologies in relation to effective business management.

Physical Conditions

The post holder will initially be based at Leeds Building Services, Seacroft Depot however the post holder may be required as part of their duties to work in other locations throughout the city to effectively deliver their duties.

Leeds City Council has a Smoke-Free Workplace policy and procedure.

Relationships

The post holder will be required to maintain effective relationships with the directorate leadership team, staff at all levels within the service and across the Council, Elected Members, external agencies, partners and the general public.

Economic Conditions

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

SELECTION CRITERIA Leeds Building Services Service Manager P04	Essential/ Desirable E/D	Means of Assessment : App./Intervi ew/ Test/Certific ate
KNOWLEDGE An understanding of the role of Elected Members within the Council and the community An understanding of the diverse needs of communities and neighbourhoods An understanding of and commitment to equality and diversity in terms of both employment and service delivery A detailed knowledge of key strategic plans including the Vision for Leeds and City Priority Plans An understanding of landlord legislation with particular emphasis on repair and maintenance obligations An understanding of responsibilities in terms of Health and Safety An awareness of Asbestos related issues and responsibilities An understanding of HR Policies including managing attendance and disciplinary procedures An understanding of the Council values and a commitment to embed them into ways of working HNC/HND level qualification in relevant subject or relevant work experience	E E E E E E E E	
SKILLS Ability to provide visible effective leadership, direction and coordination regarding resources, workloads, processes and projects Ability to identify and implement culture change programmes, improve service quality and support a culture that drives up standards and performance Ability to make a contribution to the strategic direction of the Directorate, Division and service/functions Ability to manage and monitor performance effectively and provide clear objectives Excellent communication skills, both verbal and written Ability to resolve potential conflict and to gain cooperation and trust Ability to develop productive working relationships that command respect, trust and confidence Strong customer care focus and ability to communicate effectively with customers, staff, contractors and elected members face to	E E E E E E E E E E	

face, over the phone and in writing	E	
Ability to manage competing priorities whilst delivering on a range of service objectives and whilst adapting to changing circumstances	E	
Ability to use IT applications (Word & Excel) and management information systems including palm held technology	E	
Ability to produce work of a high standard with attention to detail, whilst meeting often tight deadlines	E	
Ability to work across service boundaries to achieve objectives and outcomes	E	
Ability to use own initiative to develop solutions to complex issues and problems to ensure effective delivery of the service	E	
EXPERIENCE		
Experience of working within a service area relevant to the post	E	
Experience of leading, coaching and motivating teams and individuals	E	
Experience of managing in a political environment and working on politically sensitive issues	E	
Experience of working effectively with internal and external partners to contribute to strategic partnerships/programmes and deliver cross service projects to achieve positive outcomes	E	
Experience of problem solving, individually and in a group setting	E	
Experience of managing and controlling budgets and achieving budgetary targets.	E	
Experience of managing and developing staff to achieve objectives and outcomes	E	
Experience of successfully presenting complex information to a range of audiences	E	
Experience of producing information for tender documents including design, specification, pricing and performance	E	

OTHER		
A commitment to the public service ethos, with a genuine interest in serving the public	E	
A commitment to continuous improvement and delivery of a high quality service	E	
A commitment to continuous personal development	E	

Prospects	
Promotion:	Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.
Training:	Both 'in-house' and external training is encouraged to meet the needs of the individual and of the service.

Qualifications

Educated to HNC/HND level in relevant subject.

And / or

Holder of current SMSTS qualification or equivalent health and safety qualification.

Or

Can demonstrate relevant experience in appropriate trade/field of work.

Postholders are expected to maintain the appropriate level of accreditation

Equal Opportunities: Equal opportunities in the council is about making sure that everyone can fully join in the social, cultural, political and economic life of the city.

The City Council is committed to its value of Treating People Fairly, this includes our staff and the people of Leeds. We will make sure that we do not discriminate against people because of their age, impairment, ethnic origin, nationality, religious belief, social class, gender, sexual orientation, gender reassignment, marital status, responsibility for dependants, trade union activity or for any other unfair reason.

Health, Safety and Wellbeing: The Council believes that ensuring the safety, health and well-being of employees, contractors and service users is essential to accomplishing our overall vision for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city's economic growth.

As a large employer we are committed to being an exemplar for good practice and contributing to the wider health agenda by: ensuring that work doesn't contribute to poor health; using the workplace to improve health and well-being; and supporting our workforce to be "safe, well and at work".

We expect all employees to comply with the Council's Health and Safety Policy and contribute to their own individual safety and wellbeing and to that of others who may be affected by their actions

Job Description Prepared / Reviewed by:

Name : Paul Reeves/Nicky Malthouse

Designation : Head of Leeds Building Services

Date:

Job Description Approved by: Human Resources

Name:

Designation :

Date:

Leeds City Council

Resources & Housing

Job Title:	Snr Service Manager	
Service Area:	Leeds Building Services	Grade: PO6
Directorate:	Resources & Housing	Date: June 2016
Responsible To	Head of Leeds Building Services	
Responsible For	Service Manager	

Job Purpose To successfully lead and manage the delivery of a safe, efficient, comprehensive and customer focussed, repairs and maintenance service through the Council's internal service provider.

The Snr Service Manager will assist the Head of Service in strategically managing the service.

The Snr Service Manager will support one of the Business Units within Leeds Building Service

Duties:

- Develop and deliver a strategic business improvement plan for Leeds Building Services focussing on a range of activities which will deliver Value for Money services to customers and contribute to the delivery of Council priorities.
- Be responsible and accountable for all financial resources within the service area working within financial regulations.
- Maintain appropriate systems to monitor and control costs and maintain financial and performance benchmarking systems to ensure value for money can be demonstrated in the delivery of the service.
- Develop new business opportunities outside of Housing Leeds to ensure the continued viability of Leeds Building Services.
- Develop effective relationships with Housing Leeds, other Council Directorates, external partners and agencies to deliver the Housing Contracts and ensure effective revenue and capital investment is achieved.

- Provide clear, visible, motivational management to create a high performance culture which drives continuous improvement and efficiency savings capable of delivering Service priorities.
- Provide suitable interpretation and technical advice to the E&H Leadership Team, Managers, staff and other stakeholders.
- Actively drive innovation and continuous improvement initiatives through leading and contributing to cross Council projects and collaborative working with partners
- Develop and implement rigorous and effective performance management processes to drive forward service improvements, including managing, monitoring and reporting on service performance standards.
- Provide appropriate strategic advice relating to the work of Leeds Building Services to Elected Members and council officers so as to manage risk and support them in their respective roles.
- Ensure continuing compliance with the Housing Leeds Access to Information Protocol, (in particular the Freedom of Information Act, Data Protection Act and Access to Information Act) other appropriate regulations, good practice and guidance.
- Deputise for the Head of Leeds Building Services in representing the City on council housing issues seeking to influence partners, government and other key regional and national stakeholders.
- Maintain a high level of personal effectiveness and uphold and promote the name and reputation of Leeds City Council and operate in accordance with the Leeds City Council code of Conduct and Staff Guide.
- Ensure that Business Continuity and risk management procedures are in place in Leeds Building Services. Advise on and ensure compliance with the council's governance framework, Contract Procedure Rules, Financial Procedure Rules, relevant legislation, internal procedures, and statutory undertakings.

- Plan, organise, co ordinate, deliver and control and monitor work in the area of commercial management
- Contribute to the management and business planning of the unit, including the planning and programming of work, liason with customers, contribution of new business proposals, overseeing the research and analysis required to formulate service, financial and resource plans and continuous improvement
- Contribute at a senior level to the preparation and maintenance of a schedule of resources to enable the efficient reporting of benefits and risk
- Lead the delivery of key areas of work, ensuring that strategic priorities are delivered successfully to a high standard
- To manage the maintenance, development and effective use of ICT systems
- To manage the maintenance and development of existing and new processes and policies with the service
- To keep up to date and lead on best practice and new technologies in relation to effective business and commercial management
- Undertake other duties commensurate with the grade.

Physical Conditions

The post holder will initially be based at Leeds Building Services, Seacroft Depot however the post holder may be required as part of their duties to work in other locations throughout the city to effectively deliver their duties.

Leeds City Council has a Smoke-Free Workplace policy and procedure.

Relationships

The post holder will be required to maintain effective relationships with the directorate leadership team, staff at all levels within the service and across the Council, Elected Members, external agencies, partners and the general public.

Economic Conditions

Terms and conditions of employment are in accordance with the collective agreement negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council.

Employee specification PO6

Detailed below are the types of skills, experience and knowledge that are required of applicants applying for the post. The 'Essential Requirements' indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post. The points detailed under 'Desirable Requirements' are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

Skills	Essential	Method of assessment [Application/Interview/ Test/Other]
Ability to manage competing priorities and risks adapting to changing circumstances and priorities within a context of resource and service management	*	A/I
Ability to analyse and present complex information in a clear and concise manner using a variety of presentational formats, with the ability to make technical or specialist information understood to non specialists	*	A/I
Excellent communication skills with the ability to engage, influence, negotiate and to form positive relationships with a range of stakeholders and partners	*	A/I
Ability to influence and give appropriate professional advice at a senior management level.	*	A/I
Ability to employ a range of management styles which focus on achieving results in terms of outcomes	*	A/I
Experience	Essential	Method of assessment [Application/Interview/ Test/Other]
Experience of business and commercial development and of leading successful change management programmes which reflect service needs.	*	A/I
Experience of working with and negotiating with trade unions.	*	A/I
Experience of working within a political environment	*	A/I
Experience of developing and managing budgets in accordance with Financial	*	A/I

Regulations		
Experience of managing and contributing to delivery within complex environments involving various stakeholders to achieve positive outcomes.	*	A/I
Experience in promoting, leading and implementing improvement activity that improves service quality and supports a culture that drives up standards and performance	*	A/I
Experience in managing and monitoring performance, setting clear objectives for the review of individual and service level performance.	*	A/I
Knowledge/Qualifications	Essential	Method of assessment [Application/Interview/Test/Other]
Degree or relevant demonstrable skills or experience	*	A
Knowledge of project management methodology	*	A/I
Awareness of social housing and government policy including current issues affecting the sector	*	A/I
Understanding of financial regulations and contract procedure rules	*	A/I
A good commercial knowledge and an understanding of modern methods of procurement and procurement legislation including OJEU procedures as well as effective contract management procedures	*	A/I
Membership of relevant professional body.		A/I
Behavioural and other related characteristics	Essential	Method of assessment [Application/Interview/Test/Other]
Willing to abide by the Council's Equal Opportunities Policy in the duties of the post, and as an employee of the Council	*	A/I
Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development.	*	A/I
A commitment to their own continuing personal development and that of others in their team.	*	A/I

Contributes to own health and wellbeing and promotes the health, safety and wellbeing of others having regard to an employee's responsibility under the Council's Health & Safety Policies.	*	A/I
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Core Competencies – all of the following are essential	Method of assessment [Application/Interview/tes t]
Working as a Team for Leeds Provide leadership and team working skills including the ability to work with and through others, implements corporate decisions with energy and vigour	A/I
Being Open, Honest and Trusted Ensures citizens and council members are provided with all relevant information to make decisions; learns from mistakes and seeks to promote continuous improvement and best practice	A/I
Working with Communities Works effectively with a variety of partner organisations to deliver services; communicates and involves stakeholders and the wider community in new developments to encourage ownership and commitment.	A/I
Treating people Fairly Recognise that everyone has an equally important part to play within the Council and valuing the diverse and vibrant nature of the city and all its citizens.	A/I
Spending Money Wisely Sets high expectations of achievement across a range of strategic outcomes; actively seeks out opportunities to improve delivery of services through partnership and feedback from service users	A/I