

Leeds City Council

Directorate	Communities & Environment
Service Area	Environmental Services
Job Title	Team Leader
Grade	SO2 (plus weekend and bank holiday enhancements relevant to the service area you are assigned to work in)
Conditions Of service	NJC
Responsible to	Area Manager
Responsible for	Technical staff, Enforcement staff, Assistant Duty Managers and Operatives.

Job Purpose: To manage and lead a functional or area operational team within Environmental Services delivering a range of specified functions or services whilst providing a customer focused and high quality service. In doing so, undertaking a full range of managerial responsibilities, as required, on a day to day basis To work as part of a cohort of team leaders.

Responsibilities for grade:

Your day to day responsibilities will vary depending on the operational service area you are assigned to work in. The main service areas are:

- Cleaner Neighbourhoods Team
- City Centre Cleansing Team
- Household Waste and Recycling Centres
- Refuse Service

You may be asked to move between service areas depending on the needs of the service and to develop your own skills and knowledge.

With appropriate training, development and support you should be able to:

(Day to day operational responsibilities)

- To undertake the day to day supervision of the operational service within a designated area of responsibility, and on a city-wide basis when required, with management and monitoring to ensure that allocated tasks are completed safely, to schedule and agreed standards e.g. responsible for ensuring the locking and unlocking of premises
- To coordinate and communicate with managers and others on the operational service such as any service/route/crew issues either verbally or through service update reports, and ensure forward planning to deal with any service failures when required.
- To line manage and supervise a team of staff including completion of appraisals and one to one's, in accordance with Council policies and procedures.
- to provide, as required, a liaison role with Fleet Services to ensure all vehicle and machinery needs are being planned for and met to deliver the service;
- To use strong people management skills in order to motivate, develop and performance manage staff to ensure the delivery of a high quality service and to drive service improvements.
- To take a people-orientated and bespoke solutions-focussed approach to dealing with customers, quickly and professionally.

- To investigate and resolve service requests, both proactive and reactive, using all available statutory and non-statutory measures, which may include the use of; Notices (including fixed penalty notices); prosecutions; warnings; informal advice; education; and restorative and imaginative solutions to resolve problems.
- To be accountable for the outcome of improved recycling, clean streets and neighbourhoods within a defined area, including how we are making the most of key stakeholders/partner services to contribute towards that outcome.
- To work with other Team Leaders in the service to ensure that appropriate cover is available across the areas and to cover for one another where necessary.

(Operational safety and compliance)

- be aware of and comply with Leeds City Council policies and procedures e.g. safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- To be accountable for the safety of staff, service users and contractors in accordance with Legislation and the Council Health and Safety Policy.
- To ensure the health and safety of all staff and resources within the service (i.e. delegated responsibility in relation to the nature of the post holders duties and personal responsibilities as per sections 7 and 8 of the Health and Safety at Work Act 1974 and Regulation 14 of the Management of Health and Safety at Work Regulations 1999.
- To ensure that all Health and Safety protocols are implemented in line with relevant legislation, corporate performance and industry standards and good practice, e.g Waste Industry Safety and Health Forum (WISH) and Health and Safety Executive (HSE) guidance documents.
- 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.
- To monitor, review and provide regular feedback on health and safety performance within the area responsible
- To carry out the relevant legislative checks on drivers

(Public accountability and engagement)

- To attend public meetings when required such as Community Committee meetings and other locality meetings on a regular basis representing the Service as directed and on a geographical or topical basis
- support and assist Elected Members and Members of Parliament with regard to enquiries on relevant policy matters or matters in their area of responsibility;
- work closely with team members and other staff involved in services delivered, actively promoting high quality communication between the service, service users and Elected Members.
- To investigate and resolve complaints regarding the service in accordance with the Council's Complaints Policy.

(Service performance, efficiency and improvement)

- To demonstrate and embed the Council's values and manager habits to lead, support and drive cultural change
- monitor performance, including qualitative and quantitative measures.

- accurately record and keep updated, information using digital and paper-based systems ensuring effective distribution of information to service users in a manner which is appropriate to their needs, including detailed and complex reports

(Wider organisational responsibilities and working as part of Team Leeds)

- assist or lead in the recruitment and selection process
- contribute to the overall ethos, work, and aims of the service and Leeds City Council by attending relevant meetings, training days/events as requested.

(Leadership and self-development)

- provide Area Manager cover as required;
- participate in appraisal, training and development activities as necessary to ensure up to date knowledge and skills
- work collaboratively with colleagues, knowing when to seek help and advice.
- be aware of and support difference and ensure equality for all working in an anti-discriminatory manner, upholding and promoting the standards and equal opportunities of Leeds City Council.
- recognise and appropriately challenge any incidents of racism, bullying, harassment or victimisation and any form of abuse of equal opportunities, ensuring compliance with relevant policies and procedures and making sure the individual/s involved understand it is unacceptable.
- Work flexibly as required in order to meet service priorities
- Ensure effective and positive staff and industrial relations in the working environment, including positive and open relationships with trade union representatives.

(Specific to the Cleaner Neighbourhoods Team and City Centre Cleansing service areas)

- undertake enforcement activities through the implementation of powers and duties as authorised under delegated powers and duties.
- To ensure that available resources are being deployed in the most effective way to deal with, and tackle the root causes of, environmental issues facing the neighbourhoods in which the teams are operating.
- To provide support and guidance to team members with day to day issues, including investigations and interventions, and support / guidance regarding the preparation of any necessary paperwork, including prosecution packs.
- To be responsible for the development and delivery of community based projects and campaigns.
- To support witnesses, members of the public, partners and colleagues, in being able to take action against the perpetrators of environmental crime.
- To ensure prosecution files and other legal documentation are prepared and sent to legal within a timely manner.

(Specific to the Refuse service area)

- To take responsibility, when required, for ensuring the service is fully crewed and that fleet resources are available to ensure the service is delivered.
- To work with the Team Leader performing the Duty Manager function to ensure there is optimum day to day management of resources for the operational service and contribute to any weekend cover of those duties.

- To ensure crews are using the incab units daily and report any issues with the incab unit to the duty manager so that it can be resolved.
- Ensure all operational issues throughout the day affecting service delivery are reported to the Team Leader performing the Duty Manager function and the business support team to enable an accurate end of day report and so that recovery can be arranged promptly.
- To perform the function of Duty Manager as required by the service and commensurate with the grade of the post

(Specific to the Household waste and recycling centres service area)

- To provide appropriate Technical Competent Management (TCM) for the Services permitted waste facilities.
- To manage and actively encourage staff to improve the recycling and reuse of materials brought to sites
- To positively assist staff and proactively meet and greet members of the public in separating/recycling and disposing of waste as appropriate,, to maximise the use of recycling and reuse facilities on site. Offer physical assistance to less able customers.
- Supervise and assist with surveys, leafleting and customer feedback.
- To manage and monitor established processes/permit schemes to prevent unauthorised trade/commercial waste visitors and non-Leeds residents from using the service.
- To assist with the management of a number of bring sites, specifically with regard to the cleanliness of the sites and preventing the overspill of recyclates
- To ensure that optimum recycling capacity is always maintained liaising with contractors, other relevant personnel to ensure rapid resolution to any issues arising.
- To monitor and ensure the continued safe use of all plant and equipment used on sites in accordance with site procedures and to act on any issues arising as appropriate.
- Undertake any ancillary labouring, cleaning and maintenance duties as required. Undertake grounds maintenance of sites on a regular schedule.
- Ensure the external boundaries of sites are kept clean, tidy, litter free and ensure all dumping and fly tipping is removed.

The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post commensurate with the job evaluation outcome for this post.

Qualifications

Able to demonstrate competence and experience of work related to and at the level of the duties of the post. Training for the qualifications can be organised by the service.

(Specific to the Refuse service area)

- IOSH Managing Safely Qualification

(Specific to the Household waste and recycling centres service area)

- Waste Advisory Management Industry Training Board (WAMITAB) Certificate

PERSONAL SPECIFICATION:

Method of Assessment will be through one or more of the following: Application Form, Test, Interview, and Certificate.

ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Skills Required

- Ability to deal with conflicting demands and demonstrate effective time management – working to both tight deadlines and route schedules
- Ability to provide effective leadership, direction and coordination regarding resources, workloads, processes and projects
- Ability to manage and monitor performance effectively and provide clear objectives
- Ability to plan, manage and evaluate projects and strategies
- Excellent communication skills, both verbal and written
- Ability to make an effective contribution to internal/external meetings and working groups
- Ability to resolve potential conflict and to gain cooperation and trust
- Ability to direct and motivate staff
- Ability to develop productive working relationships that command respect, trust and confidence
- Ability to manage competing priorities whilst delivering on a range of service objectives and whilst adapting to changing circumstances
- Ability to use IT systems e.g. case management systems / databases, email and Word in particular
- Ability to produce work of a high standard with a attention to detail, whilst meeting often tight deadline.
- Ability to work across service boundaries to achieve objectives and outcome
- Ability to use own initiative to develop solutions to complex issues and problems to ensure effective delivery of the service
- Ability to carry out enforcement activity and translate and apply legislative options to real life scenarios / cases

Knowledge Required

- An understanding of the role of elected members within the Council and the community
- 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
- An understanding of and commitment to equality and diversity in terms of both employment and service delivery
- An understanding of responsibilities in terms of Health and Safety
- 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

Experience Required

- Experience of reporting to and working effectively with a range of colleagues and partners
- Experience of developing and presenting information on your work/ service and the associated outcomes
- Experience of problem solving, individually and in a group setting
- Experience of carrying out training or briefing sessions to staff/colleagues and partners
- Experience of responding to compliments and complaints
- Experience of managing and developing staff to achieve objectives and outcomes

Behavioural & other Characteristics required

- Committed to continuous improvement.
- Ability to understand and observe the Leeds City Council’s Equal Opportunities Policy.
- To carry out all duties having regard to an employee’s responsibility under the School and Leeds City Council’s Health & Safety Policies.
- Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development
- Ability to be flexible and provide citywide duty cover at weekends and bank holidays on a rota basis.
- Ability to travel throughout the Leeds City Council boundaries to be flexible to move location within the service working in different areas depending on need.

DESIRABLE REQUIREMENTS: It is desirable that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates.

Knowledge Required

Understanding of customer care and quality assurance principles

An awareness of the Service Level Agreements with Area Committees, and how they affect service delivery and practice on a day to day basis

An additional recognised technical, managerial or related specialist qualification.

Experience Required

Of working in a management role and supervising staff/teams

Of working with the public and other organisations.

RELATIONSHIPS:

The post holder will maintain effective relationships with staff at all levels within the Directorate, other Council Directorates, Elected Members, external agencies and the general public.

Job Description Content Prepared / Reviewed by:

Name	John Woolmer	Designation	Acting Chief Officer	Date	29/01/21
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Confirmation of Job Evaluation Undertaken **JE Ref Number** TLM02 (file ref 192262)

Name	JE Team	Designation	Officer	Date	03/02/21
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