



<b>Job Title:</b>	Team Leader
<b>Grade:</b>	Grade 8
<b>Section:</b>	Technical Services Planned – Major Works
<b>Reports to:</b>	Assistant Delivery Manager
<b>Responsible for:</b>	Multi-trade workforce and appointed third party sub-contractors per project

### The Job

Is to:

- organise and control an efficient and cost-effective work force for allocated areas of responsibility using direct labour and sub-contractors.
- assume specific responsibility for the day-to-day planning, organising and management of all elements of Technical Services Planned projects whilst on site, in full compliance with all applicable legislation along with WDH Policies and Procedures.
- ensure that all works are carried out in accordance with legislation, standing orders, financial regulations, procurement regulations, WDH customer care, policies and procedure, good / best practice and specified time constraints when applicable.

### The Bigger Picture

You will:

- be responsible for specific projects and/or ongoing areas of contract work within the Technical Services Planned team leading both small and medium sized teams;
- participate in the development of staff within the section, to ensure that individuals achieve their maximum potential contribution;
- communicate fully with colleagues throughout the business as appropriate, as well as tenants, owner occupiers and third party contractors, and participate in maintaining good relations for successful project delivery;
- apply and ensure that all appropriate Health and Safety Regulations, codes of practice and company procedures are carried out, and communicate and advise where necessary to other staff their responsibilities in this area;
- adhere to and apply legislation, Organisational Policies and Procedures and Financial Regulations as appropriate;
- organise and control the efficient delivery of allocated work;
- ensure works are undertaken in accordance with specifications, Codes of Practice, British Standards and By-laws, to a high standard and eliminating waste;

- ensure work undertaken is accurately recorded, with documentation appropriately processed in line with organisational processes and procedures;
- ensure that an inventory is kept of all plant and equipment, is regularly checked to ensure safety standards comply and that operatives are trained in its use;
- be responsible for all transport being used by operatives including hire vehicles when being utilised with the Technical Services Planned team, and that all safety checks and regulations are complied with.
- participate and be competent in applying the Organisations sickness Absence, Disciplinary and grievance procedures including conducting enquiries, return to work interviews, home visit and case counselling procedures.
- participate in business and service improvement projects as required and carry out investigations where directed into queries and problem areas;
- ensure through the team approach that emphasis is placed and developed within the team of a “customer focused” organisation ensuring that training and development plans are formulated and implemented to meet the needs of the service; and
- undertake any other duties commensurate with the overall purpose of the job and the grade.

## The Day to Day

You will:

- have knowledge of WDH’s Corporate Plan and promote the values of the organisation at all times;
- contribute to new ways of working through a partnership and consultative approach;
- be responsible for maintain effective working relationships with internal services, external agencies and organisations;
- undertake specific project management initiatives as required relating to policy or service initiative;
- have an awareness of appropriate legislation and statutory requirements;
- undertake effective communications at all times throughout all levels of the organisation and externally to promote positively the work of WDH;
- deal appropriately with all complaints and representations in accordance with the WDH complaints procedure;
- promote Health and safety awareness to ensure safe working environments in accordance with the WDH health and safety policies and procedures, undertake / review risk assessments, and ensure the organisation retains ISO 18001 accreditation;
- undertake MSMs, Appraisals and salary reviews;
- implement effective performance management systems to meet corporate and service areas requirements, to achieve continuous service improvement and the development of a performance management culture;
- be responsible for managing a devolved budget; ensure resources are used effectively and efficiently;
- display high degree of self-motivation, commitment and time management;

- assist in the development of are delivered effectively, with lessons learnt shared across the service area;
- liaise with suppliers and contractors when required to ensure the prompt scheduled delivery of materials and services;
- assist in the processing files from suppliers, checking prices and processing changes to product lists and prices and ensure buying rates are competitive and question any changes to buying rates; and
- maintain Health and safety records, maintenance records accurately.

### Personal Contacts:

**Internal:** WDH employees at all levels of the organisation.

**External:** Stakeholders / Tenants, Suppliers, Manufacturers, Contractors / Sub-Contractors, Specialist Contractors, Statutory Bodies, Design Consultants, and so on.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>	<b>Shortlisting Criteria (Tick)</b>
<b>Qualifications and Training</b>				
A qualification at Level 3 of the Regulated Qualifications Framework in a relevant construction related field	✓		AF / CQ	✓
SMSTS Health and Safety qualification or willing to work towards.		✓	AF / CQ	
IOSH Managing Safely Health and Safety qualification		✓	AF / CQ	
First aid at work, or willing to work towards.		✓	AF / CQ	
Management qualification – ILM level 2 or equivalent.		✓	AF / I / CQ	

<b>Determination</b>				
Experience of organisation and control of construction projects within target times and within a performance management culture.	✓		AF / I	✓
Ability to contribute and work as part of a team to deliver excellent customer services and achieve targets.	✓		AF / I	
Conscientious and self-motivated in striving for excellence.	✓		AF / I	

<b>Nous</b>				
Significant supervisory experience within a relevant environment	✓		AF / I	✓
Significant experience in a construction/refurbishment/maintenance environment with contract management experience.	✓		AF / I	✓
Experience in solving building defects and able to apply remedies.	✓		AF / I	✓
Committed to success and continued improvement of service.	✓		AF / I	✓

delivery and personal development.				
Ability to understand, learn and develop skills in others when required, internally and externally.	✓		AF / I	✓

<b>Attitude</b>				
Ability to communicate with people at all levels, to diffuse potentially damaging situations and look at issues from the customers prospective.	✓		AF / I	✓
Willingness to work on a flexible basis as workload dictates.	✓		AF / I	✓
Willingness to undertake additional training if required for Services and self development.	✓		AF / I	
Willingness to diversify and help in other areas of work within Technical Services, if required.	✓		AF / I	
A good level of oral and written communication skills	✓		AF / I	

<b>Additional Requirements of the Job</b>				
Valid UK driving licence with the ability to travel throughout the district and to other locations as required by the business	✓		AF / CQ	✓
The post holder may be required to work outside normal office hours on occasion.	✓		AF / I	

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R- References