

ROLE PROFILE

Job family	Manager	Role profile number	MA13-2442	Grade M
-------------------	----------------	----------------------------	------------------	----------------

Job purpose: To manage a team responsible for delivering a service.

Grade M posts focus on the full management of a team of staff and are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

Factor	Relevant Job Information
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 4 in management or equivalent experience
Knowledge and Skills	<p>Experience of managing, motivating and developing a diverse team of staff</p> <p>Experience of managing staffing budgets</p> <p>Significant relevant professional experience post qualification in a similar work environment.</p> <p>Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism.</p> <p>Excellent ICT skills including use of Microsoft applications and specialist systems</p> <p>Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines</p> <p>Thorough knowledge of other areas of the authority relevant to the service.</p> <p>Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making.</p> <p>Experience of defining and developing systems, policies, procedures and / or practices.</p> <p>Experienced project manager with a good understanding of project management methodologies and systems.</p> <p>Excellent time management skills to manage a complex workload prioritise and set deadlines.</p> <p>Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas.</p> <p>Ability to produce business focussed, user friendly reports, policy and project documents where appropriate.</p> <p>Authority and credibility to build relationships and engage successfully with colleagues, customers and partners</p>
Creativity and Innovation	<p>Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area.</p> <p>Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services.</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies.</p> <p>Allocate work to the team monitoring quality and outputs</p> <p>Proactively manage staffing issues</p> <p>Research and resolve problems, provide advice and guidance to the team on processes and procedures</p> <p>Lead research and development of systems, policies, procedures and / or standards within specialist area</p>

	Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.
Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, partner organisations and suppliers. Will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>Lead initiatives to design and deliver improvements.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Post Title	Property Services Team Leader	
Job Family	Manager	
Role profile number and grade	MA13-2442	Grade M
Number of staff managed	3-12 (will increase due to expansion of team)	
Service/Team	Property Services	
Reports to	Property Services Manager	

Job Family overview

Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work. This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meetings take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

Service / Function Context

The Property Services Team as part of the Asset Management Group delivers responsive repairs, grounds and estates maintenance service and Void property management. Taken together the group is responsible for all aspect of the Bricks and Mortar management of the housing stock and related housing revenue account assets.

The Property Services team is responsible for the delivery of day-to-day maintenance of homes, garages and communal areas. The team deliver on site repairs and maintenance for both responsive and void works. The team also delivers drainage works and maintenance of sewerage treatment plants, grounds maintenance of Sheltered Schemes and estate services such as clearance of fly-tipping.

They may in exceptional circumstances also deliver other service such as the clearance of snow in bad weather.

Main Purpose of the Job

To support the Property Services Manager.

To provide leadership and management to the Property Services Team.

To be responsible for the completion of responsive repairs, voids maintenance works, grounds maintenance, drainage and estate management orders to correct specification of works and timely response, and to the agreed standards of quality.

To manage the Property Services and Grounds and Estate teams as a business unit ensuring that costs, turnover and notional income are fully understood and well managed, maintaining budgetary control over responsive repairs, void works, drainage and grounds maintenance ensuring good value for money is achieved.

To ensure that the Council's housing stock is maintained effectively to the satisfaction of tenants. The post holder will design projects and prepare budget costings, drawings, job programmes and specifications, and manage the projects from inception to completion including supervision, preparation of valuations and final accounts.

Act as CDM co-ordinator on projects and prepare pre tender Health and Safety Plans.

Inspect properties, prepare, record and maintain the councils legionella records, carry out appropriate risk assessments, and re-inspections at times in accordance with the risk assessments.

Specific duties and responsibilities include:

Team and individual staff management

- To lead, manage, motivate and provide direction to 40 members of staff in the completion of the repairs and voids, drainage and grounds maintenance work.
- Develop and deliver service plans and individual team plans taking into account corporate and statutory obligations within a framework of customer focus and continuous improvement.
- To use team meetings, appraisals and one-to-one opportunities to set work plans that deliver service and corporate objectives and to ensure service development and continuous improvement.
- The team will also provide an apprenticeship scheme to develop and train people who wish to develop from skilled labourer to Skilled Tradesperson roles.
- Ensure all Government targets and initiatives are being complied with in relation to the housing stock so as to meet the Decency Standard, response times and costs. Ensure training and support is available as required or found necessary to expand knowledge and progressively promote continual professional development.

Contract proposals

- When maintenance services are being tendered by the council, the post holder will support the Property Services Manager and when required prepare and submit proposals for the Property Services Team to deliver such services as the senior management may deem appropriate.
- Prepare draft tender documents for the supply of materials to the Council, in line with standing orders, and tender in conjunction with other departments such as Procurement team.
- Produce specifications, designs and standards to suit each individual project and to derive solutions that resolve the conflicting aspirations of surveyors and tenants.
- The post holder will ensure that at all times the Property Services Team holds relevant information and costs to enable a fully informed bid/proposal to be submitted.

Budgetary Control

- Support the Property Services Manager in controlling and managing the expenditure of all activities of the Property Services Team and be able to report outcomes on a monthly basis through internal reports and to ensure efficient use of resources and value for money and best practice principals are maintained.
- Review and maintain adequate records to report on and monitor budget profiles and cash flows, producing monthly reports.
- To support the Property Services Manager to procure all necessary vehicles, tools and equipment to deliver the wide range of services while exploring the market to understand how technology is evolving to support the council's carbon neutral agenda.

Applications for approval

- Prepare Planning and Building Regulation applications necessary for construction works to council properties as required.

Customer satisfaction

- To be aware of the importance of customer satisfaction with the repairs service and the contribution that a courteous, timely and effective workforce can make to this.
- The job holder will ensure that customer satisfaction questionnaires are issued for all works at occupied homes with advice on how to complete and return the form.
- To ensure the team is aware of the need for delivering high quality customer service.

Supplies control

- The job holder will manage the availability of the supply chain of materials to the operatives ensuring that there is an economical cost-effective auditable supply line to provide quality components with good availability.
- The job holder monitor supply chain delivery and report outcomes on a monthly basis will negotiate arrangements with providers to hold stocks of large items such as baths, doors and cylinders that cannot be stored in the vans.

Specific Requirements

Specific requirements for this post:

- Provide out of hours advice to the councils call centre when required and attend sites if required in emergency situations.
- Sites visits in all weather conditions - Visits to tenants' homes, building sites, sewerage treatment works, so subject to smells, noise, fumes, potential aggressive behaviour from tenants, relatives, members of the public and contractors.

Person Specification

Essential

- Degree in relevant area or Educated to a minimum level of ONC / HNC in Building surveying and experience of working in a surveying or similar role
- Significant building maintenance (management) experience on a wide range of building types
- Significant supervision / management experience
- Project management experience
- Ability to manage projects from inception to completion within budgetary constraints, together with necessary site supervision of works in progress, co-ordination of contractors and consultants etc
- Ability to act as CDM co-ordinator
- High motivation and personal drive and excellent networking skills
- Excellent communication skills: the ability to persuade, promote and explain schemes in simple terms concepts and design to lay persons and professionals alike
- Robust and resilient, able to cope under pressure
- Ability to command the confidence of colleagues
- Proven experience of a similar nature / role in site supervision
- Problem solving and analytical skills
- Ability to monitor financial management and budgetary information of an effective business unit and highlight any areas of concern.
- Research and analytical skills and an ability to report findings and recommendations clearly and concisely
- Able to work with a wide range of people including members and outside bodies
- Self-starter/self-motivated
- Work independently but with also closely with senior managers

- Analyse information quickly and accurately; quick learner
- Knowledge of government agenda and emerging issues particularly with regard to energy performance, energy saving, DEC's, carbon footprint etc
- Calm and professional attitude
- Flexibility to carry out any task allocated

Specific requirements:

- Ability to travel extensively around the county and elsewhere as required for regular meetings
- Able to work flexible hours
- Ability to provide out of hours advice and be available for work on emergency planning team and to resolve emergency or urgent situations on own initiative

Desirable

- Ability to carry out Type 1 asbestos surveys and maintenance of necessary records
- Ability to carry out Legionella inspections
- Ability to carry out fire risk assessments

Career graded posts

This post does not form part of a career grade.

Supporting Information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	
Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>
Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>
Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check</p>	<input type="checkbox"/>
<p>The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>