



South Somerset District Council

Take the next step in your career

We have an exciting opportunity for a Team Leader Street Cleaning to join us. Apply now and become a valued member of the Environmental Services team, helping South Somerset to be a place where businesses flourish, communities are safe, vibrant and healthy and residents enjoy good housing and cultural, leisure and sporting activities.

Job Title: Team Leader Street Cleaning (SSDC and Sedgemoor only)

Salary: Grade 6 £30,507.00 to £33,799.00

Hours: 37

What we're looking for...

- A proven manager of front line manual operations with demonstrable leadership and people management skills.
- Experience of working in a commercial environment and possessing excellent customer care skills accompanied by an understanding of producing quotations, estimates and delivering high quality services to agreed deadlines.
- Ability to work effectively under pressure and deal with emergency responses when necessary.
- I.T. literate and the ability to interact effectively with a varied customer base.
- A full clean driving licence and understanding of operating within the requirements of a professional vehicle fleet

Please contact Chris Cooper, Environmental Services Manager on 01935 462840 should you wish to discuss the role in more detail.

Closing Date: 10th February 2020, 5pm

Interview Date: TBC

Job Reference: 1828

To apply for this role, please submit your CV and supporting statement to recruitment@southsomerset.gov.uk

Role Description

Role Title: Team Leader Street Cleaning

Location: Yeovil

Grade: 6

Main purpose

Lead the teams delivering a range of operational services on behalf the Environmental Services Team including arboricultural, landscaping and horticultural works, providing an efficient, high quality, consistent and continuously improving service for colleagues and customers

Key tasks

- Assist the efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice
- Deliver operational management of the services through section leaders within the team, including overseeing people, training staff, mentoring section leaders and responding to performance information
- Provide reports and technical advice to members, colleagues, customers and the public on specialist areas of work related to this post
- Performance monitoring and management of dedicated teams
- Lead on the development, design and delivery of programs on specialist areas of work related to this post for the council and its clients
- Identify, propose and implement service improvements and efficiencies
- Implement health and safety management systems throughout designated teams and work areas, ensuring that risk assessments, COSHH assessments, HAV's management and monitoring, etc. are routinely reviewed, updated and communicated throughout the service. Encouraging staff to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities
- Take a lead role in managing the security of tools, equipment and materials used by designated teams on projects and routine operations, liaising with colleagues and external contractors to monitor and address issues where required
- Ensure the effective procurement of goods and services, both through the Lufton based stores facility and directly when required for specialist equipment and services
- Take a lead role on developing and delivering work plans and schedules for specialist areas of work related to this post. Producing estimates and quotations as required for clients, customers and colleagues

- Monitoring progress against set budgets and deadlines to meet customer expectations and providing assistance to other projects and services being offered by colleagues as necessary
- Manage customer cases and issues effectively and understand when to consult with other team leaders, sectional leaders and specialists
- Maintain confidentiality in line with agreed and relevant data protection legislation
- Successful resolution of complaints and enquiries in line with the Council's policies and procedures liaising with other officers when appropriate
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate
- To act as lead case owner in the areas of specialism, personally owning the resolution of more complex cases
- Assist with knowledge sharing across case teams
- Assist with the design and development of tools and guidance notes for the areas of specialism to enable the team to self-serve and widen their knowledge
- Coordinate case work where the customer has multiple requests of council services– this delivers the 'one case owner' principle
- Promote new ways of working, taking responsibility for multi-skilling people within teams and encouraging knowledge sharing across case work teams
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures
- Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations
- Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning arrangements
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities

Personal Specification

Professional and educational qualifications

Essential	Desirable
Full driving licence	C1 + E driving licence
Relevant trade related qualifications, qualified by strong relevant experience	Recognised management qualification
	Pa2 or 1 & 6 herbicide application certificates

Experience

Essential	Desirable
Experience of delivering street cleaning programs	Understanding of O licence regulations
Experience of developing and delivering work plans and schedules for the street cleaning teams	Herbicide application
Validating and processing a range of complex cases e.g. applications, complaints, service requests, reports.	
Analysing and processing information for reporting and developing into work plans and schedules.	
Experience within a customer-focused service providing excellent customer care	
Experience of practical specialist operations	
Experience of assisting in delivering change particularly in relation to process improvement.	
Experience of delivering projects	
Experience of managing a number of teams across a wide geographical area.	
Good working knowledge of the legislative frameworks surrounding the areas of specialism	

Key Skills

Essential	Desirable
Proactive with commitment to provision of excellent customer service	
Able to communicate effectively both orally and in writing	
Numerate	
Accuracy and attention to detail	
Managing operational work teams	
Able to review processes and recommend better ways of working	
Well organised and methodical	
Team worker with ability to work on own initiative	
Resourceful and flexible in approach	
Problem solving and decision making	
Able to perform efficiently and effectively under pressure	
Proficient in MS Office or equivalent	
Able to work weekends on a rota basis	

Knowledge

Essential	Desirable
Good understanding of Council services and specialist areas of work.	Broad and detailed knowledge of Council services, systems and procedures
Knowledge and understanding of relevant legislation and processes.	Good knowledge of terminology and acronyms used by service areas
Data protection	Environmental awareness
Equalities	
Health and Safety, COSHH and HAVs management	