



Role Profile

Team Manager (Building Services)			
Reference No:	A4302		
Service:	Environment and Building Services		
Job Family:	Planning, Property and Assessors	Grade:	FC9

Purpose
Reporting to the Service Manager you will be responsible for the area delivery of multi trade construction works and fulfil a general management role across the Council's Environment & Building Services.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Supporting the Service Manager by developing strategies and practices which support the Service's aims and values.	<p>Educated to CMI Level 4 / SVQ Level 4 / HND in Construction management related subjects or equivalent.</p> <p>Educated to SVQ Level 5 / CMI Level 5 / Diploma in Construction Management related subject.</p> <p>Significant management experience in multi-trade construction service or other relevant field.</p> <p>Continued development of professional knowledge in a functional area</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

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Developing and realising the full potential of employees through effective objective setting, performance management and skills development to ensure high standards of service delivery.	Experience of developing effective multi-agency/ partnership working	✓	
Promoting and fostering an ethos of effective partnerships and work across the Service and partner organisations to ensure a shared understanding and commitment to quality service delivery.	Experience and evidence of effective delegation	✓	
Contributing to the management of the Services revenue and capital budgets via regular monitoring, taking any corrective action as necessary and assisting on the prioritisation of the team budget	Budget and financial management skills	✓	
Reporting regularly on revenue budgets to senior management and prepare monitoring reports etc. where required			
Managing resources and ensuring that all resources, fleet, contractors, external agencies and recyclable/landfill waste is providing the most efficient contribution in terms of commercial income and is best value.	Experience of improving standards Negotiating skills Experience of predicting resource constraints and overcoming obstacles	✓ ✓	 ✓
Providing leadership, management and support for continuous review, improvement and development, implementing changes where appropriate to management and operational structures in line with changing objectives and resources and to ensure the efficient and effective use of resources across all areas of the Service.	Experience in supporting the management of change and performance	✓	
Developing and implementing effective means of communication and problem solving, ensuring that the results are analysed and applied to promote and maintain high standards of service delivery	Communication skills both oral and written	✓	
Managing the operational staff in the Building Services, multi trade and construction function within an area environment. Leading, supporting, developing and integrating the staff operating within the Building Services function within an area environment and ensuring efficient/effective delivery of service in line with Service and Area objectives and targets.	Team Building and leadership skills Knowledge and experience of multi trade and construction management in a functional area	✓ ✓	

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Providing appropriate advice and support to Senior Management at both strategic and operational level in relation to the function.	Knowledge and clear understanding and working of professional and technical standards and values	✓	
Representing the Service as required on both internal and external working groups, external agencies, Area Committees, Community Councils, etc	Knowledge and awareness of national developments	✓	
Contributing to the development of an effective service delivery plan for multi trade function and construction within the Environment and Building Service	Experience of supporting and delivering effective strategies to deliver organisational goals	✓	
Producing annual 'Team Improvement Plans' including defined objectives and targets, key results and outcomes, for all aspects of the relevant function.	Experience of team and/or partnership working	✓	
Ensuring recruitment for permanent, temporary and seasonal staff are based on service requirements and ensure all processes and procedures are in accordance with appropriate Council policies and procedures.	Experience in effective management of corporate procedures and policies	✓	
Planning and management of all aspects relating to Health & Safety in own area, including COSHH, Risk Assessments and PPE.	Evidence of taking action and key decisions	✓	
Ensuring regular monitoring updates are made to the Business Continuity Plan.	Knowledge and experience in Health & Safety, in a multi-function and construction environment	✓	
Contributing to and supporting the development of multi trade and construction performance and quality management; benchmarking APSE, work resourcing and planning, policies, procedures and frameworks, and manage the operation of same in a designated are			
Interpreting specifications plans and drawings for projects to determine resources required.			
Liaising with other Team Managers to determine resources required and deployed on non-routine and project work in own areas	Influencing skills	✓	
Ensuring that projects undertaken within Team Improvement Plans are relevant and specific			

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Liaising with both internal services and external contractors on a variety of matters including service provision, standards and property management.	Positive and flexible attitude to duties and responsibilities Experience of taking a team approach and building relationships with colleagues, partners and customers Influencing skills	✓ ✓ ✓	
Ensuring that the investigation and resolution of complaints are completed in a timeously manner in relation to the Councils policies and procedures.	Managing conflict and distress positively	✓	
Reviewing the practices and procedures to affect improved service delivery, customer satisfaction and more effective use of resources	Broad management experience		✓
Undertaking customer satisfaction surveys, report findings and recommend appropriate action.	Awareness and sensitivity to clients and customers' needs Evidence of accommodating user views with differing service priorities	✓	✓
Preparing monthly plan with teams to allow Officers to allocate tasks accordingly and make the appropriate deployment of staff, vehicles, plant and equipment, ensuring that the daily processes of the function are seamless, effective and efficient	Knowledge and understanding of the requirements that support corporate governance		✓
Managing and monitoring the activities of consultants, contractors and others employed by the Service. Supporting and facilitating the establishment and management of cross-service and multi-agency partnership working	Knowledge of technical and professional standards across functional area.		✓
Managing budget and resource deployment (including staffing) within the context set by the Environment and Building Services Service Plan and key Building Services policy initiatives	Budget and financial management skills	✓	
Contributing to the development and management of sustainable high quality service provision for multi trade and construction function through the development of formal and informal networks and forums,	Experience and evidence of leading development and delivery of strategies to deliver organisational goals		✓

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taking lead role as appropriate e.g. with the Service Manager, Senior Managers, other Services, Community Planning Partners, Community and Voluntary Agencies, etc. In line with the strategic development of the service over a rolling 3 year period, assist in the construction of the Service Plan which reflects local areas and corporate priorities.			
Assisting in deciding where significant departures from established policy or practice require to be made in order to make progress in the interests of the Council and its customers	Experience and evidence of seeking and using opportunities to make teams, partnerships and people flourish		✓
Chairing a variety of meetings.			
Preparing and presenting reports to area committees.			
Advising the Management Team of anticipated changes to legislation that could impact on the development and delivery of services			
Assisting in defining parameters and conduct strategic best value reviews. Ensuring that performance and productivity targets are being achieved.			
Identifying, developing and implementing systems and procedures which improve administration and business processes	IT skills		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.