



# Role Profile

Team Manager			
Reference No.	A4418	Type	Individual
Service	Environment and Building Services		
Job Family	Professional	Grade	FC9

Purpose
<p>Reporting to the Service Manager you will be responsible for the area delivery of the Grounds Maintenance function and to fulfil a general management role across the Council's Environment &amp; Building Services.</p> <p>Specifically to provide management support and direction for the Grounds Maintenance function within an area environment, managing and monitoring performance within agreed frameworks.</p>

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 SCQF level 9, which includes a Degree or equivalent, Degree in Horticulture or recognised professional qualification appropriate to post or significant relevant experience</p> <p>Management Qualification e.g. Degree in Management Studies i.e. post graduate degree.</p> <p>Significant management experience in a grounds maintenance environment or other relevant field</p>	<p>✓</p> <p></p> <p>✓</p>	<p></p> <p>✓</p> <p></p>

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	Continued development of professional knowledge in a functional area	✓	
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 and 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 (Take Ownership – See How We Work Matters)	✓	
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 Grounds Maintenance function within an area environment. Leading, supporting, developing and integrating the staff operating within the Grounds Maintenance function	Team Building and leadership skills	✓	
		✓	

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within an area environment and ensuring efficient/effective delivery of service in line with Service and Area objectives and targets.	Knowledge and experience of Horticultural Management in a functional area		
Providing appropriate advice and to support 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 grounds maintenance within the Environment & 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 (Work together)	✓	
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 Parks and Horticulture environment	✓	
Contributing to and supporting the development of grounds maintenance performance and quality management; benchmarking APSE, work resourcing and planning, policies, procedures and frameworks, and manage the operation of same in a designated area.			
Supporting a range of community development initiatives and programmes and where appropriate take lead role regarding the planning, organisation and management of events in own areas.	Knowledge of the Political environment within which the Council operates	✓	
Interpreting specifications, plans and drawings for projects to determine resources required.	Presentation skills	✓	

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Liaising with Community 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.			
Promoting networks and partnerships in areas for fund raising sponsorship and other support for community projects.	Experience of taking a team approach and building relationships with colleagues, partners and customers	✓	
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	✓	
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 (Focus on customers)	✓	
	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		✓
Providing for and supporting the development of grounds maintenance policy and strategy within the context of Fife Community and Service Planning framework across the service and in the context of the specific responsibilities of the post holder.			✓
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.		✓

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Managing budget and resource deployment (including staffing) within the context set by the Environment & Building Services Service Plan and key Grounds Maintenance policy initiatives.	Budget and financial management skills	✓	
Contributing to the development and management of sustainable high quality service provision for Area based Grounds Maintenance function through the development of formal and informal networks and forums, taking lead role as appropriate e.g. with the Service Manager and Area Managers (Locality Support), 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.	Experience and evidence of leading development and delivery of strategies to deliver organisational goals (Deliver results)		✓
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 appropriate local consultation forums and 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 (Embrace technology and information)		✓

**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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<b>Job Title (Specialists Tasks)</b>						
(This section is currently blank)						
<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>						
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>		PVG Protected Adults <input type="checkbox"/>		PVG Both <input type="checkbox"/>	
	Basic Disclosure <input type="checkbox"/>		Standard Disclosure <input type="checkbox"/>		Enhanced Disclosure <input type="checkbox"/>	
None <input checked="" type="checkbox"/>						
<b>Additional Information</b> – the following information is available:				<b>Expected Behaviours</b> – It is essential that you display the following behaviours as they are expected of all our employees:		
<ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>				<ul style="list-style-type: none"> <li>Take Ownership</li> <li>Focus on Customers</li> <li>Work Together</li> <li>Embrace Technology &amp; Information</li> <li>Deliver Results</li> </ul>		