

JOB DESCRIPTION



JOB TITLE:	Street Scene Team Leader
POST NUMBER:	SS22
GRADE:	G
RESPONSIBLE TO:	Operations Manager (Street Scene)
RESPONSIBLE FOR:	Operational employees within the Street Scene section.
LIAISON WITH:	Members of the public, other officers and members of the Council

KEY CORPORATE ACCOUNTABILITIES:

To act as a Team Leader of the Street Scene Service and provide a high level of customer care to all stakeholders for the Service

To assist the manager with the delivery and the objectives identified in the Corporate Plan

KEY SERVICE ACCOUNTABILITIES:

1. To manage the day-to-day operation, including enforcing health and safety and organising the staff rota, ensuring sufficient operational levels are maintained.
2. To ensure; H&S standards, processes, housekeeping and security are adhered to through the regular checking and recording of activities, including; vehicle checks, equipment/machinery checks, staff monitoring, depot and site inspections.
3. To assist in providing effective leadership and performance management through planning, budget control and performance measurement.
4. To assist in the development of; standards, processes and policies to meet the changing environment.
5. Ensuring; vehicles, equipment and machinery are available, checked and maintained and assisting in the purchasing of products, and the above to meet the demands of the service.
6. To control and record the issue of plant, equipment, materials and safety equipment.
7. To be responsible for meeting and assisting in developing and maintaining work schedules and providing regular reports to the Operations Manager.
8. To liaise with Council Members, the public, officers and contractors within the local authority regarding the Street Scene service.
9. To be flexible with regard to working hours/days to ensure service demands are met.
10. Maintain staff discipline for all direct reports; assist with holiday authorisation, sickness absence management including return to work interviews and time sheets.

11. To assist with identifying training; needs, opportunities, implementation and assessment through monthly 1to1s and appraisals.
12. To organise and supervise any casual and agency staff where necessary.
13. Where applicable assist in the process of employing staff.
14. To ensure that the induction training for all new operational staff is completed and raise ongoing training issues with the Manager.

ROLE SPECIFIC ACCOUNTABILITIES:

15. Ensure all scheduled; grass, spraying, hedge work is completed and recorded in a timely and efficient manner.
16. Ensure seasonal; weeding, hoeing and planting is completed as required and the plants, flowers, seeds are available at the appropriate time.
17. Assist in the; suitability, costing, preparation and requirements of any ad hoc and arboreal work as requested by Property or Housing Services and if directed, responsibility for the timely completion of the works.
18. To supervise grave digging and cemetery maintenance as directed by Bereavement Services and maintaining appropriate records.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the Post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

The Council has a Risk Management Strategy and it is the responsibility of Heads of Service/Senior Managers to comply with the contents including leading the risk management process within their service; identifying and managing significant operational risks.

DATA PROTECTION:

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with

and comply with all aspects of the Scheme.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using the [government DBS Tool](#) that this role is required to hold a Basic DBS level check. The basis on which this form of DBS is renewed is explained further within our DBS policy.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

STREET SCENE TEAM LEADER

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • Relevant level 3 qualifications or equivalent demonstrable management and/or supervision experience • Demonstrable experience in all aspects of commercial grounds maintenance. • Qualification in the use of Pesticides - PA1/PA6 • Demonstrable experience of working as a team leader in an operational environment. • Good standard of literacy and numeracy. • Experience of working in a Customer service based environment. Dealing with customers face to face, over the phone and email in a confident manner. • Health & Safety experience • Demonstrable horticultural knowledge 	<ul style="list-style-type: none"> • RHS Level 3 Diploma in the Principles and Practices of Horticulture. Keep this as desirable • IOSH qualified in Health and Safety. • Current First Aid at Work Certificate • Supervisory or management qualification • Chapter 10 – Supervision • ICCM COTS3 • Qualifications in arboriculture work
Knowledge and Expertise:	<ul style="list-style-type: none"> • Horticultural knowledge to be able to specify/recommend suitable plants/shrubs for colour / longevity/effect • Best practice with regards maintaining parks and open spaces • Sound operational knowledge of Health and Safety • Supervisory or first line management experience • General knowledge of the District. 	<ul style="list-style-type: none"> • Knowledge of bereavement practices and grave digging • Good practice in arboriculture work
Skills:	<ul style="list-style-type: none"> • IT literate with the ability of using all Microsoft Word, Excel and Outlook. • Able to effectively plan and organise a wide and challenging workload. • Good Organisational skills and ability to plan and prioritise workload. • Communication skills to be able to deal with various situations involving staff, funeral directors, mourners etc. 	
Personal Attributes:	<ul style="list-style-type: none"> • Ability to work independently and as part of a team • Ability to be flexible to meet the demands of the service • Comfortable to take responsibility • Capable of working on own initiative • Ability to motivate and lead a team • Open to change 	

	ESSENTIAL	DESIRABLE
Special Requirements	<ul style="list-style-type: none"> • Willing and able to work outside normal office hours, for example to attend meetings, open days or consult with the Public, elected Members or other stakeholders • Ability to competently tow a trailer • Full, clean driving licence preferably with trailer towing capability 	

July 2018