



Team Leader (Property Services)

LEVEL:	Level 5
ACCOUNTABLE TO:	Assistant Director (Head of Service for Community Services)
SALARY:	£39,862 to £44,075 per annum (pay award pending)
LOCATION:	Totnes
CONTRACT:	Permanent

Job Purpose

The Team Leader will be responsible for the daily management of the operational Property Services teams at Totnes depot. The role involves managing the delivery of a range of Property Services operations efficiently and effectively, ensuring a fast, high-quality, and continuously improving service for both internal and external customers. The Team Leader will manage workflow and priorities, ensuring sufficient resources are deployed at peak times.

Reporting directly to the Head of Service, the Team Leader will work closely with colleagues across the organisation who are responsible for a wide range of assets including, buildings, car parks, toilets, offices and parks. Delivering planned and responsive maintenance to these assets while ensuring a quality customer experience to stakeholders whilst maintaining compliance within regulatory legislation.

The Team Leader will be responsible for managing and continually improving performance through regular 1:1 discussions and constructive feedback with the staff, ensuring the teams are working safely, in line with all safe systems of work and HSE guidelines. Identifying, commissioning, and monitoring the impact of relevant training and learning opportunities, setting performance objectives in line with corporate service priorities.

Role Profile

- Co-ordinate the work of a team to ensure workflow is managed smoothly, that Council processes are properly implemented, and that outputs are accurately recorded.
- Liaise with internal and external customers who manage/occupy assets to deliver requested planned property maintenance, reactive maintenance and project work.
- Manage the team's workflow and priorities.
- Be flexible and provide assistance in emergencies as necessary.
- Ensure that all key performance indicators, performance standards and targets are recorded and achieved.



- Undertake a range of administrative duties including record keeping, accident reporting and subsequent investigation, risk assessments and management strategies and financial monitoring and expenditure control.
- Identify and raise opportunities for improving procedures and processes within team or work area, to support the continuous improvement of services through service design.
- Act as a technical reference for the team, monitoring and providing guidance on escalated issues.
- Assist the Head of Service and manage a small budget, and/or influence decisions about larger budgets, to ensure appropriate resources are available to run the team or work area.
- Keeping up to date with best practice and relevant legislation, particularly associated with construction and building maintenance industry.

Management and Supervision

- Manage the performance and wellbeing of staff, following Council policies and procedures.
- Identifying, commissioning, and monitoring training for staff - equipment, systems, or work methods to support the development of the team.
- To provide management and supervisory support to the Head of Service.
- Encouraging and facilitating staff to share and acquire knowledge and skills across the wider team.
- Setting and monitoring performance objectives in line with corporate and service priorities.
- Regular site visits.
- Management of the recruitment of staff to teams in the service.

Person Specification

Qualifications

Essential	Desirable
5 GCSEs (or equivalent) at Grade C or above including Maths and English or equivalent.	Supervisory/management qualification e.g., ILM.
Recognised trade qualification.	Health and safety qualification.
Full UK driving licence.	Project Management qualification e.g. Prince2.



Knowledge / Experience

Essential	Desirable
Significant knowledge and experience of working within the construction/building industry.	Knowledge or experience of working with various fleet/plant requirements.
Experience in leading a team of operational employees.	Broad understanding of Council services, systems, policies and processes.
Demonstrate a commitment to excellent customer service.	Experience of budget management.
Competent in the use of Microsoft Office.	
Understanding of the principles and practices to support health and wellbeing at work.	

Skills / Abilities

Essential	Desirable
Able to lead, performance manage and motivate a team to deliver agreed targets.	Able to review processes and recommend better ways of working.
Proven skill in the day-to-day deployment of resources and staff.	Project and/ or change management.
Commitment to provision of excellent customer service.	Able to exploit the use of new technology.
Able to communicate effectively both orally and in writing.	Able to work with teams across an organisation to improve services.
Methodical, accurate and attention to detail.	
Able to work on own initiative and as part of a team.	
Resourceful and flexible in approach to problem solving and decision making.	



Committed to high standards of performance and quality.	
Ability to prioritise, meet deadlines and work effectively under pressure.	

General / Other

Essential	Desirable
Flexible to undertake out of hours work as required.	
An engaging, enthusiastic, and positive manner with a strong “can do” approach.	

General

The list above is not exhaustive, this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & 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.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other’s differences, promotes dignity, equality, diversity and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination and harassment.

Staff Code of Conduct

The public, our communities, customers and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council’s corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.