

POST TITLE	Water Quality Team Leader (Legionella Control within Housing)
DIRECTORATE	Operations Services
SERVICE	Facilities Management
RESPONSIBLE TO	Water Quality Safety Manager
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	

PURPOSE OF JOB

The post will deliver through effective team management high quality, fully compliant customer-focused technical, operational, and strategic outcomes to internal and external customers in an environment of continuous improvement.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

Identify opportunities to improve service delivery taking into account compliance, performance and cost effectiveness and lead team on the implementation of these.

Promote and manage customer relationships effectively and ensure your team correctly identify customer needs and provide satisfactory solutions.

Leads and manages their respective team, ensuring adequate resources are in place. This includes ensuring that the team continuously has all required training, tools, equipment and PPE.

Responsible for Legionella Control procedures in compliance with the L8 ACoP, BS8580, SHTM04-01 and HSG274 Part 2 legislative guidance to ensure compliance within the City of Edinburgh Council To ensure that all actions identified from Risk assessments are tracked to completion. This will include working with respective Managers within the R&M service.

Monitor quality of service, progress against agreed service targets and take corrective action to ensure priorities are met and customer expectations of quality and turnaround time are achieved.

Provide professional advice, support, and assistance to the Water Quality Manager

Monitor and manage service plans, budgets, and programmes to ensure both strong financial and performance management and identify corrective action where appropriate.

Design and develop strategy and lead on implementation, identifying strategic objectives and outcomes.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

Should be educated to an appropriate SVQ4/HND or technical level qualification, or have considerable relevant experience and demonstrated competence, including managing services and projects, budgets, staff and customers.

Should have a good working knowledge of Legionella Management and have completed Legionella Risk Assessment training by a recognised industry supplier. (e.g., City and Guilds, British Occupational Hygiene Society, The Water Management Society)

Also requires knowledge of managing budgets, risk management, resource planning, performance monitoring and control, programme, and project management skills.

The post holder must have:

- A full UK driving licence.
- Legionella Management Control Certification – City & Guilds
- Legionella Risk Assessment
- IOSH H&S Working / Managing safely or equivalent certificate.

Analyse, make recommendations, report on, and deliver strategies, policies, business processes and projects and procedures designed to improve cost-effectiveness and efficiencies of the division and to enhance customer service and reputation.

Effectively motivate direct reports and staff within the section to achieve a best value and customer focussed performance culture.

Prepare analysis, recommendations and reports on strategic and operational issues which reflect agreed or proposed outcomes, performance, financial and policy issues.

Assist Water Quality Manager in determining financial and management control procedures.

Assist Water Quality Manager in developing innovative solutions to ensure the service strategy is developed and implemented in a timely and cost-effective manner.

Assist Water Quality Manager in developing high quality reports and other written work, often working to deadlines. This will include reports to SMT/Council Leadership Team on complex and potentially sensitive issues.

Use initiative and creativity to identify opportunities for service improvements and/or more efficient ways of working.

Develop, maintain, and lead effective relationships with a diverse range of people including senior managers, organisations, and multiagency groups.

Assist Water Quality Manager in communicating with the public and elected representatives in relation to service design and delivery.

Assist Water Quality Manager in responding to regular media enquiries work in partnership with corporate communications team and proactively plan media communications to raise awareness of the role of the Council.

Responsible for suppliers and sub-contractors in relation to procurement, service level agreements and resolving complex issues which may arise and maintain effective partnership arrangements.

Professional bodies in relation to Legislative and/or technical advice/guidance and Statutory Authorities in relation to Legislative requirements.

Ensure that a balanced and customer-focussed approach is taken to delivering service priorities while meeting the regulatory obligations and the strategic aims of the Council.

Assist Water Quality Manager in making decisions relating to the management and provision of services. Lead or make significant contribution to the development and review of policy and procedures within their specific remit impacting across the service.

Provide and consider appropriate advice in relation to operational and strategic decision making. Decisions will be made on appropriate guidance to staff and interpretation of legislation, policy, and strategy and in compliance with relevant statutory duties, financial targets, performance targets, procurement rules and financial regulations.

Make decisions in relation to performance management including what appropriate action should be taken for poor performance.

Assist Water Quality Manager in setting of annual budget for the service and be responsible for monitoring and approving spend against this.

Assist Water Quality Manager in making decision on complaint resolution on a regular basis and take appropriate action to rectify to customer satisfaction.

Make recommendations to Water Quality Manager on improvements for area of responsibility and implement as required.

Decisions will impact on the overall delivery of services, improvements and may have financial and risk implications.

Take full responsibility of potential impacts arising from the management of staff.

Ensure delivery of the Service's Quality System to meet the requirements of International Standards ISO17020, as assessed by the United Kingdom Accreditation Service (UKAS)

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

Will have full responsibility for directing and managing multiple resources to meet deadlines and for assessing priorities on a regular basis that have significant impact on the service delivery and financial viability of the organisation.

Participate in an out of hours emergency acting as point of contact, making any decisions reasonably required, including decisions for workforce safety, emergency repairs, assessing priorities and planning resources. To satisfy customer requirements some over time or weekend working may be required.

Although the post may be exposed to some physical demands these will be predominantly within the range of site-based activities.

Any site-specific activity that is required will be assessed against Council Health and Safety procedures and risk assessments.

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of site-based activities.

Although the post will have requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines. Health and safety guidelines with risk assessments should be adhered to when conducting site visits. Operate in accordance with the Council's Lone Working policy.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

When responsible for an apprentice/work placement the post holder will carry out on the job training and regular assessment and provide feedback to Management.

Manage, or matrix manage, a team of circa 7 staff covering a range of remits. Full management responsibility in line with current and new Council policies.

RESOURCES

Assist Water Quality Safety Manager in setting of annual budget for the service and be responsible for monitoring and approving spend against this.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems and procedures.
- Reporting any hazards, damage, or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed, and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).