

Person Specification

Position Title	Locality Hub Team Leader
Division / Section	Corporate Property
Service Area	Facilities Management
Responsible To	Locality HUB FM Manager

Person Specification

Qualifications, training & professional membership	• Good standard of written and oral communications	Essential
	• Degree or relevant professional qualification.	Desirable
	• Membership of professional body (commercial, sales and marketing) or equivalent experience.	Desirable
	• Full driving licence	Essential

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

Commercial Management Experience

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| • Evidence of recent achievements and success in a Commercial role within a diverse (public or private sector) organisation including budgetary and financial management experience. | Essential |
| • Consistent experience in a commercial environment and evidence of continuous Commercial Service development aligned to performance and financial targets. | Essential |
| • Highly numerate with a proved understanding of financial models and the ability to analyse complex financial data. | Essential |

Partnership and Engagement

- Demonstrable experience of working within a management team to deliver shared results with the ability to motivate and inspire others through periods of significant change. Essential
- Political awareness and experience of and confidence in operating at a political/management level. Desirable
- Knowledge and understanding of the challenges facing local government and the wider public sector. Desirable

Communication and Presentational skills

- Strong communication skills and the ability to present in a clear concise manner both verbally and through written reports at Board level, as well as demonstrating strong interpersonal skills. Essential

Influencing Skills

- Possess excellent negotiation and influencing skills at all levels of management. Essential
- Ability to assert authority in order to meet agreed timescales and deadlines particularly and with respect to financial matters within FM. Essential

General

- Self motivated with the ability to carry out duties with minimal supervision. Essential
- ICT literate with an excellent knowledge of all Microsoft packages, particularly Excel. Essential
- Ability to co-ordinate a range of duties and meet deadlines and specific targets. Essential
- Ability to remain calm and respond positively to challenging situations and difficulties. Essential
- The ability to be flexible and adaptable in performing tasks which are normally outside the job specification but considered commensurate with the role. Essential

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

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|--|---|
| Customer focused | <ul style="list-style-type: none">• Promotes the importance of quality customer/client services within the team or with services• Identifies opportunities to improve the way the team/service delivers customer/client services• Ensures teams/services correctly identify customer/client needs and provide satisfactory solutions• Support frontline services to implement service improvements• Monitors quality of service |
| Works Effectively with others | <ul style="list-style-type: none">• Treats team members fairly and equally, recognises and demonstrates appreciation of their contribution• Identifies with and has a shared commitment to achieving team objectives• Shares knowledge and information with others• Thanks others for their contribution and efforts• Fosters good working relationships within teams across the Council• Actively seeks others input and values their contributions |
| Managing change | <ul style="list-style-type: none">• Reacts positively to change• Is flexible and adapts plans in response to change• Prepares and supports team members during periods of change• Constructively challenges current thinking and procedures and offers alternative solutions• Gains acceptance of necessary changes by communicating their benefits with conviction and enthusiasm |
| Taking Ownership and Responsibility | <ul style="list-style-type: none">• Takes the initiative to start activities or actions• Recognises when a decision is needed and commits to act• Is proactive, acts quickly to address current issues• Seeks feedback and takes appropriate action• Takes responsibility for personal development• Modifies own behaviour to influence different situations. |
| Communicating Effectively | <ul style="list-style-type: none">• Uses positive, appropriate language in all situations• Communicates clearly and concisely to influence others• Uses a variety of methods to communicate in the most effective manner• Creates a positive confident impression• Uses interpersonal skills to have a positive impact in meetings• Keeps written messages simple |

- Planning and Decision Making**
 - Regularly monitors progress and takes corrective action to ensure priorities are met
 - Gathers information from several readily available sources
 - Considers information objectively to establish logical options and generate solutions
 - Considers options and risks before making a decision
- Leading others**
 - Regularly monitors progress and takes corrective action to ensure priorities are met
 - Gathers information from several readily available sources
 - Considers information objectively to establish logical options and generate solutions
 - Considers options and risks before making a decision
- Managing Performance and Developing others**
 - Strive to continually improve own and team's performance
 - Provide regular and constructive feedback
 - Coaches others to learn new skills
 - Reinforces/support the use of newly acquired skills
 - Visibly supports the processes for learning and development
 - Sets individual targets and instils a desire to achieve targets
 - Complies with the requirements of the Council's performance management process (PRD)
- Political sensitivity**
 - Understanding of the current issues in local government
 - Applies common sense while being sensitive to the organisation's objectives at all times
 - Awareness and ability to make connections across an organisation to deliver effective outcomes
 - Understands how underlying issues and opportunities
 - Recognises constraints - what is or is not possible in different circumstances
 - Accepts that the political decision making process of the Council will influence the team/service