

Recruitment person specification

Post being recruited for: Team Leader – Preservation

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Person specification

Category	Essential	Desirable
Experience	Experience of managing a team of officers including trade operatives across multiple trades, providing leadership, training, direction and support. Experience of managing a front-line repair service to ensure resources are deployed effectively to deliver a high performing, customer focussed service. Experience of managing sub-contractors. Experience of promoting and maintaining good working relationships with customers, colleagues and suppliers. Experience of controlling business processes, and procedures designed to improve cost effectiveness and efficiencies. Experience of making operational decisions taking into account risks, costs and benefits. Experience of dealing with complaint resolutions. Experience of communicating with the public and elected representatives. Both written and verbal. Experience of performance management.	Experience of change management.
Knowledge, skills and understanding	Health and Safety requirements within a construction industry. Microsoft IT packages. How to lead a team to improve the service provision.	
Qualifications and training	Must be qualified to SVQ4/HND level in relevant technical discipline, or have considerable management experience, along with a relevant technical qualification as well as demonstrated competence, including managing services and projects, budgets, staff and customers.	

Job specific requirements	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 the out of hours emergency service on a rota basis, acting as main point of contact, making any decisions reasonably required, including decisions for workforce safety, emergency repairs, assessing priorities and planning resources. This is an operational post and considerable site attendance/activity will be necessary in a building maintenance and construction environment. Work Environment is based both office and site environments, with on site activity in all weather conditions in a building maintenance and construction environment and within tenants' properties, some of whom have challenging lifestyles. Driving licence.	UK driving licence
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