

JOB PACK

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| Post Title | Neighbourhood Team Leader (Operational) |
| Service Area | Customer and Neighbourhood Services |
| Team | Neighbourhood First |
| Grade | D / E |
| Reports to | Neighbourhood First Manager |
| Date prepared | June 2017 Updated December 2018 |

Job Purpose

- Respond effectively to requests and reports of staff and customers, preventing issues from happening in the first place, and intervening early when they do arise to prevent escalation.
- Ensure the smooth and safe running of the operational facilities. Provide operational management of the service.
- Managing the performance of a team.
- Resolve issues on the ground and only refer issues elsewhere in the council if they cannot be resolved.
- Support staff and customers to self-serve and resolve issues themselves.
- Facilitating staff and customer access to services and information by enabling and encouraging digital channels.

Key Tasks

1. Manage and support a team of staff including proactively managing workflow, priorities and performance, conducting one to ones, performance appraisals, attending reviews as appropriate and assisting in the recruitment and selection of staff.
2. Support, nurture, train and develop staff to build confidence, skills and knowledge of the services Lewes and Eastbourne councils provide.
3. To deputise in for the Neighbourhood First Manager and other team leaders across Service Delivery as required
4. Lead by example and take active responsibility for delegated corporate projects and strategies.

5. Undertake complex activity or cases, drawing on a deeper knowledge across more services and zone(s).
6. Maintaining excellent standards in each zone, taking ownership of the standards in the zone through regular monitoring, inspection and by looking closely at the trends in reports in areas and types of issue.
7. Ensuring facilities are maintained to the highest standards of repair and maintenance, cleanliness and presentation, health and safety and security for staff and customers. Provide adequate staff cover for events and functions and ensuring rooms are arranged according to booking specifications.
8. Quality on time inspections - achieving the formal inspection schedule on time and to the right standard. The schedule of inspections ensures contracts are monitored and standards of cleanliness and repair are maintained.
9. To ensure that all contractors are properly managed, works are monitored and inspected and breaches are effectively dealt with.
10. Respond efficiently and professionally to report and requests, keeping customers and colleagues well informed, investigating problems and taking enforcement action when required. Liaise with Incident Liaison Officer and act as a first point of contact for facilities related emergencies; or put in place arrangement for alternative out of hours attendance.
11. Contribute to the planned preventative maintenance programme for the operational buildings, plant and equipment working closely with the Commercial Business, Property and Development team.
12. Commission agreed repairs and maintenance works including writing specifications, obtaining quotations and appointing contractors, working closely with the Commercial Business, Property and Development team.
13. Work with the Councils' Health & Safety officers and advisors to ensure compliance and continuous improvement of operational facilities in respect of H&S. Ensure that all inspections, tests, surveys and drills are undertaken correctly and in time.
14. Proactively market the benefits of digital and self-service and social media channels to all customers.
15. Identifying, championing and implementing opportunities for customer enabling and preventative activities, aligned to council priorities and objectives.
16. Using a mobile device report issues via an app or pick up and process tasks using the mobile version of core software.
17. Access and accurately update all relevant information systems ensuring that the golden customer record is updated and maintained through verification and validation and in accordance with Data Protection principles.
18. Maintaining and updating information about facilities and zones and contributing to monthly scope of activity plans.
19. Help to ensure adherence to budget and financial procedures.

20. Assisting in knowledge sharing across the team and with supporting and developing others within the team.
21. Supporting and developing others within the team in areas of specialism as well as personally owning more complex activity and cases.
22. Interacting with and responding to customers in the neighbourhood – in public spaces and in their homes, in drop in sessions, clinics, pop up and regular surgeries – logging requests and reports on behalf of customers
23. Interacting with staff and owners of retail outlets and other businesses in the town centre and across the borough.
24. Participating in key meetings and events

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
4. To understand and apply the council's Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. Deputise for Manager and cover absence of other team leaders as appropriate.
7. Work shifts to meet the requirements of the role.
8. You will be required to support the Borough Councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.
9. Lewes District and Eastbourne Borough Councils' are committed to Safeguarding and promoting the welfare of children and adults at risk. The Corporate Safeguarding Policy and Procedures provides a framework within the Council, setting out responsibilities in relation to safeguarding and promoting the welfare of children and adults at risk.

The policy applies to all employees, councillors, volunteers and service providers that are commissioned by the council.

10. To work within the Council's Management and Core Competencies Frameworks. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

**PERSON SPECIFICATION FOR NEIGHBOURHOOD TEAM LEADER-
(OPERATIONAL) GRADE D / E**

QUALIFICATIONS

| Essential | Desirable |
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| <ul style="list-style-type: none">• 5 GCSE (or equivalent) at Grade C or above including Maths and English (or equivalent).or qualified by strong relevant experience.• Customer Service Qualification equivalent to NVQ level 3 or higher (or committed to achieve within 2 years of appointment). | <ul style="list-style-type: none">• Supervisory qualification eg ILM. |

TRAINING

| Essential | Desirable |
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| <ul style="list-style-type: none">• Willingness to undertake relevant training.• Commitment to undertake continuing professional development.• Customer Service.• Equalities. | <ul style="list-style-type: none">• |

SKILLS & ABILITIES

| Essential | Desirable |
|---|--|
| <ul style="list-style-type: none">• Able to lead, performance manage and motivate a team to deliver agreed targets.• Communicate effectively with customers, colleagues, Council Officers and external agencies.• Ability to effectively organise own and team workload to meet deadlines.• Ability and commitment to help challenging and distressed customers.• Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made to support the internal and external customer needs.• Ability to work calmly and sensitively.• To be confident, flexible and the | <ul style="list-style-type: none">• Project and / or change management.• Understanding of customer demands and forecast planning. |

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| <p>ability to work on own initiative.</p> <ul style="list-style-type: none"> • Customer focused. • Ability to use IT systems to gather, store and produce reports and process information. • Ability to work, support and deliver services within the Councils Equalities Policy. • Full understanding of social media channels and channel shift principles. | |
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KNOWLEDGE

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| <p>Essential</p> <ul style="list-style-type: none"> • Extensive knowledge of a wide range of services provided across Lewes and Eastbourne. • Knowledge and understanding of relevant legislation and processes. • Forecast planning. • Data Protection. • Working knowledge of Microsoft Office. • Performance information monitoring. | <p>Desirable</p> <ul style="list-style-type: none"> • |
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EXPERIENCE

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| <p>Essential</p> <ul style="list-style-type: none"> • Experience of working in a fast paced Customer Services environment. • Experience of supervising staff. | <p>Desirable</p> <ul style="list-style-type: none"> • |
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PHYSICAL, LEGAL AND OTHER REQUIREMENTS

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| <p>Essential</p> <ul style="list-style-type: none"> • An engaging, enthusiastic and positive manner with a strong “can do” approach • Willingness to work within the council’s Core and Management Competency Framework. • Full clean driving licence and the ability to travel across Lewes District and Eastbourne Borough. | <p>Desirable</p> <ul style="list-style-type: none"> • |
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

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Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a Permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band D/E.

Salary

The spinal column points (SCP) for the post are as follows:

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| SCP 15 | £23,361 |
| SCP 16 | £23,828 |
| SCP 17 | £24,305 |
| SCP 18 | £24,791 |
| SCP 19 | £25,287 |
| SCP 20 | £25,793 |
| SCP 21 | £26,309 |
| SCP 22 | £26,835 |
| SCP 23 | £26,999 |
| SCP 24 | £27,905 |
| SCP 25 | £28,785 |
| SCP 26 | £29,636 |
| SCP 27 | £30,507 |
| SCP 28 | £31,371 |
| SCP 29 | £32,029 |
| SCP 30 | £32,878 |
| SCP 31 | £33,799 |
| SCP 32 | £34,788 |
| SCP 33 | £35,934 |
| SCP 34 | £36,876 |

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

You will be based at Southover House, Southover Road, Lewes, BN7 1AB and 1 Grove Road, Eastbourne, BN21 4TW, but you may be required to work anywhere within the Shared Services boundary.

Agile Working

The Councils have been offering flexible working for some years and is committed to extend agile working with the introduction of office based working, mobile working, flexible and home working. This role has been categorised as:

- Flexible/Mobile. Works from Southover House and 1 Grove Road offices, home and attends external meetings or site visits regularly.

Working arrangements for mobile, flexible/mobile and flexible/office workers will vary during the induction/ probationary period and will be reviewed at six monthly intervals.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one or two calendar months to be given by either side depending on salary.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2019 are:

| Pay Range | Contribution |
|---------------------|---------------------|
| Up to £14,400 | 5.5% |
| £14,401 - £22,500 | 5.8% |
| £22,501 - £36,500 | 6.5% |
| £36,501 - £46,200 | 6.8% |
| £46,201 - £64,600 | 8.5% |
| £64,601 - £91,500 | 9.9% |
| £91,501 - £107,700 | 10.5% |
| £107,701 - £161,500 | 11.4% |
| More than £161,501 | 12.5% |

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 5.8% or 6.5% depending on salary.