



JOB DESCRIPTION

Environmental Services Team Leader

RESPONSIBLE TO:	Environmental Services Manager
DEPARTMENT:	Housing Management
SALARY:	Level 5 Band C: £20,909 - £23,145
LOCATION:	Foundry Lane, Widnes

Overall Purpose:

To be an integral part of the housing management service to manage and provide a customer focused environmental and estate service overseeing the caretaking and grounds maintenance services. To be responsible for the appearance, security and safety of our estates and neighbourhoods.

Competencies required for the job role are:-

Reference Number	Competency	Required Level
11	Relationship Building	3
2	Communicating and Influencing	3
10	Planning, Organising and Co-ordinating	3

Please refer to the competency dictionary for a detailed explanation of the above.

When completing your application you will need to indicate with 1 or 2 examples how you can demonstrate your competency in line with the requirements for the job role

Main Duties

1. To assist the Environmental Services Manager in the co-ordination, control and organisation of an effective Environmental service.
2. To be responsible for the effective direction of the Environmental Services Team ensuring, that the Trust's policies are adhered to and an effective and efficient service is delivered.

3. To monitor and control the work of the Estate Services Officers and Grounds maintenance operatives as directed by the Environmental Services Manager, and advising the Environmental Services Manager on issues relating to imbalances in workload.
4. To manage the day to day operations of teams to ensure that our estates and neighbourhoods are maintained to a high standard in line with the local offer.
5. To manage the cleaning and maintenance of communal internal and external areas, and plant to include the transportation and the removal of bulky rubbish.
6. To order and maintain stocks of materials to ensure service delivery
7. To maintain records relating to budgets, vehicles, work undertaken, time sheets and sickness.
8. To be responsible for the management of the staff development reviews for the team and to liaise with the Environmental Services Manager to identify relevant and necessary training and development needs. Ensure staff are given the opportunities required to develop their skills and the effectiveness of the Area Team.
- 9 To respond to complaints or enquiries from customers relating to the Environmental Service.
10. To manage and monitor the Environmental service team as appropriate in pursuance of their duties and to determine its work schedule according to priorities and in order to fulfil the trust's objectives.
11. Ensure all vehicles are regularly checked and serviced in line with Health & Safety.
12. To take responsibility for the reporting of incidents of crime, vandalism, dog fouling, littering and anti-social behaviour ensuring all relevant details are passed to the Neighbourhood officer.
13. To conduct weekly site inspections to identify any issues or problems relating to grounds maintenance, internal cleaning, security, empty properties, vandal damage and graffiti, and to record any actions carried out.
14. Liaise with internal and external contractors to arrange access to various block locations within the Trust's stock.
15. Prioritise the work load of the Environmental Services Team at times of sickness and holiday absences to ensure that the service is delivered.
16. Respond to emergencies when appropriate and take action to resolve the issues, informing any appropriate officer of the issues.
17. To carry out any other duties as required to maintain the service delivery of the Environmental Services Team.

Knowledge, Skills and experience

- Proven management of works related to grounds maintenance and estate services
- Experience of managing teams and coordinating work schedules
- High degree of planning and organisational skills
- Ability to work independently or as part of a team
- Effective time management skills
- Excellent communication skills both verbally and written
- Good interpersonal skills with the ability to build strong relationships within and beyond the trust
- Excellent knowledge of Estate services and Grounds maintenance industry best practices and health and safety
- A good standard of education ,ideally with a relevant technical qualification i.e.; National certificate in Horticulture or above would be an advantage but is less important than sound technical experience
- Certified to PA1 and PA6 pesticide application preferable
- Be competent in the use of Microsoft package including Outlook, office and Excel

ADDITIONAL INFORMATION:

To keep up-to-date with best practice, new initiatives and business opportunities in all areas relating to this role.

Always to work consistently with requirements relating to:

- *The Trust's overall need to comply with legislative, regulatory, constitutional and financial requirements and to work to high professional and ethical standards*
- *The Trust's need to comply with allocations and lettings legislation and code of guidance. This includes implementing any changes required as a result of changes in law, code of guidance and case law.*
- *The Trust's Equality and Diversity policy*
- *The Trust's Health and Safety policy*

The Trust's management of risk

Represent, promote and maintain a positive attitude and image for Halton Housing Trust.

Carry out any other duties appropriate to this post, as necessary or as requested.

Signature of Job-holder:.....

Signature of Line Manager:

Signature of Line Manager's Manager.....

Date: