

Assistant Team Leader - Technical – Grade 11

Job purpose

As an Assistant Team Leader you will support the Team Leader and General Manager with the operational and financial management of their Service/business area.

You will be responsible, in conjunction with the Team Leader, for managing a team within the Operations section of the Repairs and Maintenance team to deliver a first-class service to meet customer needs and deadlines for compliance with contract specifications and legislation.

There are several specialist and technical functions within the Operations section, and the different roles will include Operations, Heating, and Electrical. All Assistant Team Leaders will be required to deputise for the Team Leader and other Assistant Team Leaders as and when required.

This role is based within [Growth and Regeneration](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Ensure compliance against legislative and contract specifications and obligations are met.
- Plan and prioritise workload to ensure the department meets targets and maximises productivity, while ensuring resources are utilised efficiently and cost effectively.
- Provide professional and technical advice where needed, to deliver effective business solutions.
- Direct all operational aspects of relevant business/service area.
- Plan, co-ordinate and deploy resources and workload appropriately to meet service and business demands.
- Work collaboratively with Team Leader and other Assistant Team Leaders to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- Prepare professional and clearly written papers and communications on key issues. When required present verbal or written reports to the service area Management Team, Senior Leadership Team
- Participate in organisation wide service reviews and service planning as required and ensure any arising actions are implemented.
- Provide vision and leadership to the team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures.
- Build a culture to expect change as a part of doing business successfully and actively assists others to adapt and cope.
- Contribute to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.
- Provide leadership by acting as an ambassador and a positive role model through the promotion of the Council's purpose, vision, behaviours, achievements and successes.
- Escalate issues pertaining to risk, media, or political attention.
- Effectively manage health and safety issues in your area of responsibility in line with the Health and Safety Policy and associated legislation.

- Ensure all areas of service delivery are up to date in terms of legislative and regulatory changes and adopt best practice in all relevant key functions.

Employee Specification

| Knowledge, qualifications, skills and experience | Shortlisting criteria |
|--|-----------------------|
| GCSE (or equivalent) at Grade 4 (C) or above in English & Maths or equivalent | Essential |
| <p>Dependant on the specialist technical area:</p> <p>Electrical Qualified to Electrical 18th edition standard with testing 2391 or equivalent</p> <p>Domestic Heating Gas Safe registered with elements CCN1, CPA1, CENWAT1 (CEN1 & WAT1), CKR1, HTR1, DAH1, UVW.</p> <p>Commercial Heating Gas Safe registered with elements CCN1, CPA1, CENWAT1 (CEN1 & WAT1), CKR1, HTR1, DAH1, UVW, C0DNCO1, ICPN1, TCPC1A, TPCP1, CORT1, CIGA and CBHP1. Electrical 17th edition standard with testing 2391 or equivalent</p> <p>Operations Apprentice trained and City & Guilds craft or NVQ Level 2 or be able to demonstrate an ability to work at this level.</p> | Essential |
| Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external. | Essential |
| Demonstrate a proven track record of delivering targets and goals within operational plans. | Essential |
| Skill and ability to work with partner organisation to achieve common goals. | Essential |
| Previous experience of data input and maintenance of databases and/or Contact Management Systems. | Essential |
| Literacy and numeracy to a standard required to maintain accurate records and write high quality papers and communications. | Essential |
| A good level of computer literacy to interrogate various software packages. | Essential |
| Able to work flexibly and be responsive to change in order to improve performance. | Essential |
| Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results. | Essential |
| Accepts an enhanced DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process. | Essential |
| Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all | Essential |

| Knowledge, qualifications, skills and experience | Shortlisting criteria |
|---|-----------------------|
| or most of the time. It is essential that you hold a full and valid driving licence, and it is expected that you will either use a council vehicle or your own car. | |
| Accepts standard screening plus any other medical screening as decided by the occupational health physician, appropriate to occupational risk. Any offer of employment is subject to satisfactory health clearance. | Essential |

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

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|--------------|-------------------|--------------------|-----------|
| Job Category | Building Services | Grading ID | 70008 |
| Job ID | 80102325 | Last Updated | June 2022 |
| Job Focus | No | Career Progression | No |

Contractual Variants

| | | | |
|--------------|-------------------|------------------------|----------|
| DBS Category | Adults & Children | DBS Type | Enhanced |
| Health Check | Yes | Politically Restricted | No |



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|---------------|-------------------|---------------------|----------|
| DBS Category | Adults & Children | DBS Type | Enhanced |
| 24/7 working | No | Public Holidays | No |
| Night Working | No | Alternating Pattern | No |
| Standby | No | Other | No |
| Checked by HR | M Lunn | | |