

**Job Title: Team Leader**

**Grade: 11**

**Job Family: Operational and Community**

**Responsible to: General Manager**

**Responsible for: Operational Teams within the Service Area**

**Evaluated by Grading Panel: 16 November 2017**

**Version: 5**

## PURPOSE

As a proactive Team Leader the post holder will support the General Manager with the operational and financial management of their Service/business area. The post holder will work with colleagues across the organisation in line with KNH's core behaviours and values, supporting the General Manager and Service Manager to deliver the organisation's purpose, vision and objectives.

A key component of the role will be to develop a culture of high performance within teams (high challenge/high support) and continuous improvement in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Council's key objectives to deliver a customer focused service.

There are a number of functions within the Neighbourhoods' Directorate, and the different roles will include Neighbourhood Management, Income Management, Customer Support, Empty Homes, Older Persons Support, Targeted Support, Environmental Support, Partnerships, and Tenant Involvement. All Team Leaders will be required to deputise for the General Manager and other Team Leaders, as and when required.

The Team Leader will lead and manage a customer focused holistic housing and neighbourhood management service, ensuring high performance and excellent service delivery in areas such as income collection, empty homes, tenancy management and partnership working, by co-ordinating the work of their service area, ensuring resources are available where and when they are needed. The role will deliver effective line management to staff, including providing support and guidance in managing caseloads and queries.

## ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- › Ensure staff use effective techniques and approaches which promote longer term resilience and early help towards sustainable tenancies and lifestyles through early intervention and prevention.
- › Undertake formal duties in relation to housing legislation, housing fraud, debt, leaseholders and leasehold services, including court action or First Tier Tribunal, implementing appropriate legislation and codes of practice, preparing the associated paperwork accurately in a timely manner.
- › Support staff who are managing complex cases, including antisocial behaviour, debt management, mental health challenges, providing advice and guidance where needed
- › Manage a customer focused service which ensures high performance and excellent service delivery in areas such as income collection, empty homes, tenancy management, partnership working and leaseholder services.
- › Plan, co-ordinate and deploy resources and workload appropriately to meet team and business demands.
- › Ensure staff are aware of key responsibilities and how to report and action as necessary issues relating to Safe Guarding, Health and Safety and Social Housing Fraud
- › Deal with a variety of enquiries and escalations, encouraging staff through training and coaching to respond differently in the future
- › Work collaboratively with General Managers and other 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, liaising with partners such as legal to ensure accurate information is included and when required present verbal or written reports to the service area Management Team, KNH Senior Leadership Team and/or Board or to external partners such as Courts, First Tier Tribunal and serious case reviews.
- › 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. Keeping abreast of legislation changes and developments impacting on the service.
- › Provide leadership by acting as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.
- › Deputise for the General Manager as required.
- ›

## DECISION MAKING

- › Plan the workload of the team and reprioritise as necessary to respond to emerging issues and changing priorities
- › Deal with staff management issues such as absence management and conduct.
- › Advise staff how to respond for non-routine Housing Management decisions that may fall outside of standard procedure, seeking guidance where appropriate
- › To inform and make effective decision making to meet individual, team and overall businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

## CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders, including managers, employees, trade unions, partners and customers.

## FINANCIAL MANAGEMENT AND PROCUREMENT

- › Budget limit of up to £500,000.
- › Support the General Manager in the annual budget setting process for your service area and manage delegated budgets and resources in accordance with delegated authority and KNH's Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- › Support the General Manager to ensure the overall quality, cost effectiveness and value for money of your business/service area(s).
- › Support the General Manager to benchmark the performance of your business/service area and set 'smart' targets which bring about improvement within a Value for Money framework.
- › Contribute to developing new products and services which contribute to the financial viability and sustainability of the organisation.

## LEGAL, RISK AND COMPLIANCE

- › Ensure that all claims made against KNH are dealt with in an appropriate and timely manner and within the legal timescales.
- › Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession as appropriate. Carry out investigations, interrogate records, assimilate data, prepare reports, coordinate witnesses and provide witness statements as appropriate and attend the Courts as necessary.
- › Embed a culture of risk management and appropriately assess, monitor and mitigate operational risks in line with KNH's Risk Management Strategy.
- › Effectively manage health and safety issues in your area of responsibility in line with the KNH Health and Safety Policy and associated legislation.

- › In relation to safeguarding ensure the team is appropriately trained and follows guidance on the recording and reporting of concerns in line with the KNH Safeguarding Policy.
- › 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.
- › Conduct fire safety checks (this will include a basic visual inspection, removing obstructions/hazards and reporting any issues or defects) as requested and report any areas of concern in line with KNH's Fire Safety procedures

## CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Assist in the development of and implementation of good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Ensure you and your team comply with the confidentiality and information security policies at all times.
- › Maintain accurate information systems in line with service requirements.
- › Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Participate in the identification of learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

## SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **General Manager**.

## EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department, so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

# PERSON SPECIFICATION

Post Title: Team Leader

Grade:

## RELEVANT EXPERIENCE

Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<b><u>Education/Qualifications</u></b>				
GCSE (or equivalent) at Grade 4 (C) or above in English & Maths or equivalent	E	X		
NVQ 4 or equivalent.	E	X		
CIH Level 3 Qualification or willing to work towards	D	X		
<b><u>Experience</u></b>				
> 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	E	X	X	X
> Demonstrate a proven track record of delivering targets and goals within operational plans	E	X	X	
> Skill and ability to work with partner organisation to achieve common goals	E	X	X	
> Previous experience of data input and maintenance of databases and/or Contact Management Systems	E	X	X	
> Literacy and numeracy to a standard required to maintain accurate records and write high quality papers and communications	E	X	X	
> A good level of computer literacy to interrogate various software packages	E	X	X	
> Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role	E	X	X	
> Able to work flexibly and be responsive to change in order to improve performance	E	X	X	
> 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	E	X	X	
> Ability to understand the importance of budgetary control and proactively manage budgets	E	X	X	

<b><u>KNH BEHAVIOURS</u></b>				
<b>Progressive</b> › Able to demonstrate ability to develop and implement innovative ideas to improve the service or way of working	E	X	X	
<b>Engaged</b> › Able to demonstrate that they are passionate about their work and what KNH is trying to achieve	E	X	X	
<b>Respectful</b> › Treats people as individuals, be courteous, kind, with empathy and takes into account cultural sensitivities.	E	X	X	
<b>Customer Focused</b> › Able to demonstrate delivery of excellent customer service within a customer focused environment	E	X	X	
<b>Honest</b> › Proven track record of being transparent and open	E	X	X	

<b><u>Other Requirements</u></b>				
› Ability to travel around the borough	E	X	X	
› Willingness to undertake training courses relevant to the post	E	X		
› Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)	E	X	X	

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

**Signature of Post Holder:**

**Date:**

