

Job title: FM Team Leader

Department: Communities

Service: Trading Operations

Grade: F

Post reference number: TBA

1 Job purpose

To line manage teams of catering cleaning operatives and provide an integrated Facilities Management service to clients, including quality assurance and customer care.

2 Principal duties and responsibilities

People Management

1. To manage staffing with particular regard to attendance management, recruitment and retention, performance, conduct and health & safety compliance.
2. To communicate work assignments and service requirements effectively and ensure all staff are engaged in the delivery of good quality services to clients.
3. To provide weekly performance data to senior officers and proactively manage the productivity of staff and effective use of all equipment, materials and machinery.
4. To undertake regular performance appraisals with all staff and deliver a programme of ongoing engagement through effective use of team meetings and other communication methods.
5. To ensure all staff are trained to the required standards and to ensure annual training programmes are developed and delivered to minimise impact of staff absences.
6. To ensure strict compliance with all aspects of H&S and environmental management at all times.

Operational Management

7. To effectively manage material consumption and ensure appropriate levels of controls on material spend are in place.
8. To manage consumable materials to minimise wastage to reduce cost and any adverse environmental impacts.
9. To ensure that all equipment and machinery is effectively deployed to maximise utilisation.
10. To be responsible for identify operational risk and providing effective mitigation.

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11. To respond to emergencies in accordance with pre-defined emergency procedures and contribute to the development and review of all standard operating procedures.
 12. To monitor weekly returns against income targets and staffing hours for catering and cleaning services at all sites within remit.
 13. To undertake regular quality and compliance audits of all services provided to sites within remit.
 14. To regularly inspect and report on the condition of buildings and equipment at sites within remit.

Customer Care

15. To act as the first point of contact for clients for all services delivered at sites within remit and to take appropriate actions to resolve any issues or put in place changes to the services provided.
16. To ensure that the highest levels of customer care is maintained at all times and to proactively develop and manage effective relationships with all clients.
17. To develop a detailed understanding of client expectations and requirements and to seek new opportunities for delivering value to clients through the addition, removal or alteration of services.

General Duties

18. To undertake further specialist training and qualifications required to maintain the up-to-date knowledge and skills necessary to deliver the role effectively within the constantly changing parameters presented by the annual business plan
19. To foster new partnerships with a range of organisations and represent the department at internal and external meetings or events as appropriate
20. Undertake any other duty and responsibility commensurate with the role, which may reasonably be delegated by the senior management.
21. Play a part in leading Nottingham through work behaviours that underpin successful performance across all nine competencies required of all colleagues, embedding Citizen First to improve citizen satisfaction.

3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

5 Numbers and grades of any staff supervised by the post holder:

None

6 Post holder's immediate supervisor: FM Operations Manager

Prepared by/author: Lee Kimberley

Date: January 2015

Job title: Head of Trading Operations.

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature: **Date:**

Person specification



**Nottingham
City Council**

Job title:

Department: Communities
Service: Neighbourhood Services
Section: Trading Operations
Grade: TBA
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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Knowledge & Experience	Experience of line management within a customer facing service environment.		✓		✓	
	Experience of handling conflict and managing sensitive issues to achieve positive outcomes.		✓		✓	
	Good knowledge of catering and cleaning principles, processes and techniques including hygiene standards and British Institute of Cleaning Sciences methodologies		✓		✓	
	Experience of the practical application of quality control and customer care assurance processes such as ISO 9001.		✓		✓	
	Qualification to NVQ L3 Food Production and Intermediate Level Food Hygiene.		✓		✓	✓
	BICS CPSS 2.0		✓		✓	✓
Leadership	Ability to and experience of team leadership and fostering a culture of cooperation and high performance.		✓		✓	
	Experience of motivating and developing others,		✓		✓	

	leading to service improvements.					
Skills and Aptitudes	The ambition and drive to motivate and work with others in an enthusiastic and determined way to create a flagship service(s).		✓	✓	✓	
	Ability to plan, organise and prioritise work programmes and to achieve deadlines under pressure.		✓	✓	✓	
	Self motivated and willing to undertake a variety of tasks proactively with limited supervision.		✓		✓	
Information Technology	Proficient in a range of common office applications and capability to develop skills and apply to new applications.		✓	✓	✓	
Team working	Ability to build and develop partnerships with a range of different stakeholders.		✓		✓	
	Ability to work alongside other Trading Operation Managers to lead and motivate others to deliver the commercialisation agenda.		✓		✓	
Communications	Ability to communicate effectively with a range of different audiences and in a variety of styles and undertake presentations and briefing sessions.		✓		✓	
Work to promote mutual respect and good relations	An understanding of City Council's Equality scheme, a commitment to its implementation and application in employment and service delivery.		✓		✓	
Work Related Circumstances	Able to work at sites throughout the city as required.		✓		✓	
	Willingness to undergo training and professional development		✓		✓	

	Willingness to comply with the City Council's non-smoking policy.		✓		✓	
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P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence

Prepared by/author: **Date:**
Job title: Head of Trading Operations.