**Person Specification**

**Post:** Team Leader – Building Services (Building Compliance, Complimentary services, Home Improvements and Facilities Management).

**Post Number:**

**Department:** Corporate Services **Division:** Property & Building Services.

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| Personal Attributes Required | Essential (E) or Desirable (D) | Method of Assessment |
| **Qualification & Training** |  |  |
| Educated to Degree level, or higher in a related discipline.  Professional Membership Qualification in a related discipline.  Business / Management Qualification.  Extensive training and relevant experience in a related discipline such as Statutory Compliance, Home Improvements and Facilities Management services. | E  E  D  E | AF, C, I  AF, C, I  AF, C, I  AF, C, I |
| **Experience** |  |  |
| Extensive experience in the Management of Statutory Compliance, Home Improvements and FM services.  Experience in the management of all associated specialist work programmes.  Experience of and being accountable for large project and programme budgets.  Experience in developing a strategic approach to the management of all works programmes.  Experience in the identification and effective management of project and programme risk.  Experience of leading a range of multidiscipline (specialist) teams both under direct supervision and through partnership working.  Extensive experience of working within a local authority environment and in particular presenting information to both Senior Managers and Elected members. | E  E  E  E  E  E  D | AF, C, I  AF, C, I  AF, C, I  AF, C, I  AF, C, I  AF, C, I  AF/C/I |
| **Knowledge** |  |  |
| The postholder will have an advanced theoretical, practical and procedural knowledge across the specialist areas including, Statutory Compliance, Home Improvements and Facilities Management services.  The postholder will have a detailed knowledge of the processes and procedures necessary to effectively manage and monitor compliance in accordance with all relevant legislative requirements and codes of practice.  The postholder will have a detailed knowledge of the councils associated organisational policies, practices and procedures to ensure efficient and effective services are provided at all times. | E  E  E | AF, C, I  AF, C, I  AF, C, I |
| **Skills** |  |  |
| The postholder will be required to have well developed analytical, judgemental, creative and developmental skills in order to interpret highly complex information or situations as they arise and to produce solutions and strategies to mitigate risk over the long term.  The postholder will be required to exercise highly developed advisory, counselling, negotiating or persuasive skills in order to convince others to adopt a course of action they may not otherwise wish to take. They will also have an ability to exchange both orally and in writing a range of complex and contentious information with a range of audiences including non-specialists.  The postholder will be required to possess long term planning skills in relation to the selection and deployment of physical and financial resources in order to meet constantly changing needs and demands of the services areas concerned. The nature and scale of resources may vary from time to time, and this will need to be carefully and accurately managed at all times. | E  E  E | AF, C, I  AF, C, I  AF, C, I |
| **Aptitude** |  |  |
| The postholder must have the ability to manage change in the respective service areas and act as lead operational manager in the continuous improvement and development of services.  The postholder must have the ability to plan strategically and operationally for all areas.  The postholder must have the ability to lead both managers and team members with a commitment to team working and performance improvements.  The postholder must have the ability to work within all relevant Council policies and systems.  The postholder must have the ability to use their discretion, initiative, and judgement over a very broad area of activity, with little access to others.  The postholder must have the ability to work for lengthy periods requiring concentrated mental attention to deal with a range of needs and demands from the teams associated with service delivery. | E  E  E  E  E  E | AF, C, I  AF, C, I  AF, C, I  AF, C, I  AF, C, I  AF, C, I |
| **Special Requirements** |  |  |
| The postholder may be expected to attend meetings outside of normal working hours.  The postholder must be able to travel independently over a wide geographical area if required. | E  E | AF, C, I  AF, C, I |

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| Prepared by: P Bowe | AF | = Application Form |
|  | C | = Certificate |
|  | I | = Interview |
| Date: February 2024 | T | = Test |
|  | P | = Presentation |