Caretaking Team Leader

JE Code: JE1872

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Property & Facilities  |
| **Reports to:** | Facilities Manager  |
| **Job Family** | Operational Services  |
| **Grade:** | F |
| **Political restricted** | N |
| **Date:****JE Code:** | September 2021JE1872 |

**Key Deliverables**

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| **1.** | Working to the Facilities Manager, assist with the management and delivery of a range of Facilities Management tasks arising from the Corporate Property Strategy, including but not limited to, planned maintenance schedule, reactive caretaking, Health and Safety issues, building inspections and ensure the service requirements from the FM Helpdesk are resolved in a timely manner.  |
| **2.** | Lead a team of people and co-ordinate their developments through, personal development plans, regular supervision, and training. Assist in the selection and training of staff.  |
| **3.** | Manage the proactive and reactive caretaking and planned maintenance works at all properties to provide the services economically to make sure the council is getting the best value for money. |
| **4.** | To be innovative in approach by continually contributing to the development, organization, and execution of strategic initiatives to grow and transform the way the Facilities department operates. |
| **5.** | The standard service provision is required between 07.30 – 18.00 Monday - Saturday and you will be required to manage a rota to ensure that service is delivered, where required across the portfolio. |
| **6.** | Manage an effective Caretaking Service, Parcel Deliveries, Contractor Management and Permit to Work Access. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Extensive knowledge and experience of health and safety to a minimum of IOSH Level 3 Certificate in Safety and Health for Business or equivalent or be willing to obtain within 3 months. |
| **2.** | Good standard of education and qualifications to NVQ 2 standard or a minimum of 3 GCSE’, A\* - C (Including Maths and English) or equivalent experience in a similar lead role. |
| **3.** | IT skills to include Word, Outlook and Excel, use of time recording systems, specific software packages relating to room booking and job logging and use of Portable Handheld Devices. To receive, manage and monitor service calls via an asset management software system. |
| **4.** | Demonstrate a high level of technical and procedural knowledge when undertaking reactive repairs, health and safety checks of buildings (including compliance with fire safety regulations) across the sites. The individual will have the ability to inspect the suitability and viability of the facilities and its equipment, adopt a pro-active stance when necessary to diagnose faults and to problem-solve. |
| **5.** | The ability to carry out a variety of services and advanced planning relating to the day-to-day operation of the building such as organising room lay outs and set up in accordance with customer and delegate booking requirements. Experience of the set up and operation of Audio Visual Equipment. |
| **6.** | Full clean driving licence |

Job Family

Operational Services

Grade F

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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the Council owns and/or manages.  They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

### Role Characteristics

At this level job holders will use their experience and formally certificated technical knowledge, to exercise the initiative and autonomy to plan and supervise the work of others and deal with a range of problems and challenges during normal operations.

### The Knowledge and skills required

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. They will need speed, dexterity and co- ordination to effectively carry out their duties.

Formal training in the technical or specialist area is usually expected at this level. In addition, job holders will have enough specific work experience to allow them to deal authoritatively with a wide range of queries and problems. There will also be a requirement to fully understand the organisational context of the work of the team, ensuring that standard policies and procedures are consistently adhered to.

### Thinking, Planning and Communication

Problems will require the job holder to analyse information and make judgements about workflow priorities, straightforward technical matters and other day to day issues. They will make short term plans to achieve agreed performance targets in the context of wider team objectives.

The type of information exchanged will be varied and sometimes complicated when related to technical matters. Job holders will interact with a range of audiences from colleagues to service users or members of the public. They will need to provide explanations and advice or offer reasoned options for consideration.

**Decision Making and Innovation**

Job holders will use their enhanced knowledge and autonomy to make decisions regarding the organisation of the team’s workload and the response to the problems and issues that arise. They will also deal independently with the more unusual matters that present themselves, although they will refer serious issues to a supervisor or manager.

### Areas of responsibility

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks. They will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Job holders may have some financial responsibility which might include regular cash handling or spending small sums from an agreed budget.

The responsibility for the Council’s physical and information assets will be significant. Job holders will be accountable for the maintenance and proper use, by themselves and others, of high-value equipment, buildings and premises, or other similarly crucial assets.

### Impacts and Demands

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will need general awareness and sensory attention to their immediate surroundings, but they will also be required to work through lengthy periods of enhanced mental attention, for instance when attending to the administrative or work scheduling duties.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.