Northumberland County Council

JOB DESCRIPTION

Post Title: NEAT Team Leader	**Group/Department/Service:** Local Services, Highways & Neighbourhood Services		**Office Use**
Band: 5	**Workplace:** Site Based (Countywide)		**JE ref:** 1872
Responsible to: Senior NEAT Team Leader	**Date:** 1 November 2010	**Manager level:**	**HRMS ref:**

Job Purpose: Coordinate the provision of an efficient and effective NEAT Team Street Cleansing, Public Convenience and Grounds Maintenance service.

Resources Staff	A localised team of NEAT Team specialist and operatives.
Finance	Some responsibility for allocated service budgets, raising orders or processing invoices in a particular area of work.
Physical	Overall responsibility for the careful use and maintenance of the vehicle and allocated tools and equipment.
Clients	Duties have an indirect impact upon the health and safety of the community.

Key Duties and responsibilities: Individually or as part of a team and under the general direction of senior colleagues:

1. Direct and supervise the activities of a small NEAT team of street cleansing operatives, public convenience operatives, gardeners and grass cutters, providing clear guidance and motivating staff to achieve service objectives and quality standards.
2. Lead the provision of an efficient and effective street cleaning, public convenience, gardening and grass cutting service in an allocated area to designated standards and in accordance with predetermined schedules.
3. As necessary, drive and operate a range of specialist vehicles to provide efficient and effective logistical and operational support.
4. Complete, or ensure the completion of, all necessary paperwork to accurately record the resources used and progress of work in accordance with corporate procedures.
5. Ensure the safety of other employees and the public in relation to the work undertaken including the safe use of all plant, equipment and tools.
6. Liaise with service users and members of the public in a courteous and respectful manner.
7. Ensure the team completes work within the time, quality and specified service standards.
8. Ensure that work is performed in a safe and responsible manner in compliance with the relevant risk assessment.
9. Work collaboratively with team colleagues to ensure that work plans are achieved and quality standards are maintained.
10. Ensure the team respond to and deal with simple problems referring more complex issues to immediate supervisor.
11. As necessary, carry out routine vehicle driver and equipment operator checks in accordance with established procedures
12. Staff will be expected to work across the frontline services within their allocated local NEAT team.
13. Undertake any responsibilities within the staff disciplinary procedure and undertake the appraisal of subordinate staff.
14. Act as cover for Senior NEAT Team Leader as required e.g. during holidays etc.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:	Predominantly standing with regular walking, also involves lifting, pulling and pushing. Need to remain alert for traffic and other potential hazards. A 'working chargehand'.

Transport requirements: Working patterns: Working conditions:	Need to attend training and development courses, meetings or other work sites within area. Normal working week, Monday to Friday, with need for evening, weekend and emergency call out work. Driving regulations apply. Operating outdoors in all weathers and traffic conditions.

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PERSON SPECIFICATION

Post Title: NEAT Team Leader	**Group/Department/Service:** Local Services, Highways & Neighbourhood Services	Ref: 1872
Essential	**Desirable**	**Assess by**
Qualifications and Knowledge		
NVQ in Horticulture minimum level 3 or willingness to work towards within a prescribed timescale. NPTC Pesticide PA1 & 6 Knowledge of the legislation and regulations relating to driving. An awareness of Health & Safety legislation and its application in the workplace Relevant knowledge of the range of tasks together with the operation of associated tools and equipment. An appreciation and interest in the need for the service.	Previous experience in a related area of work. NPTC Arboriculture Certification NPTC Pesticide PA2 LGV/HGV Licence minimum level 2	
Experience		
Recent experience of supervising NEAT Team operations on a regular basis. Experience of carrying out vehicle checks	Previous experience of supervising a work team	
Skills and competencies		
Able to understand and follow straightforward spoken and written instructions. Able to keep basic work records. Ability to drive a variety of Street Cleansing and Grounds Maintenance vehicles/plant. Specialist skills associated with the operation and maintenance of hydraulic equipment. Able to plan, organise and prioritise resources and staff, including own time.	Appreciation of the role of Banksman Ability to drive a variety of heavy goods vehicles	
Physical, mental, emotional and environmental demands		
Able to cope with the regular high level of physical demand. Able to maintain general awareness for safe working conditions with some periods of concentration. Some contact with service users and the public that results in limited emotional demands. Ability to operate outdoors in all weather conditions.		
Motivation		
Reliable and keeps good time. Committed to the ethics of public service, quality and customer service. Appropriately follows instructions to achieve set tasks or objectives. Adapts to change by adopting a flexible and co-operative attitude.	A willingness to undertake job related training.	

Supportive and adapts to team working. Demonstrates integrity and upholds values and principles.		
Other		
A Full Driving Licence - Category B. Will undertake ‘Stand By’ duties as part of a rota, as necessary. Willing to be ‘called-out’, as necessary in the event of emergencies or unexpected /hazardous events.		