



**Job Title:** NFS Operations Team Leader  
**Grade:** Y5A  
**Reports To:** NFS Team Manager  
**Number of Reports:** Up to 16

**Key job element:**

The NFS Operations Team Leader supports and reports to the NFS Team Manager. This is a key role in managing all operational aspects of NFS, to lead and deliver a customer focussed and highly performing service in one of the following operational areas:

- Repairs and recycling
- Logistics
- Warehouse and stock

- Carry out a high level of planning and coordination across all teams
- Ensuring that the service is always fit for purpose, implement service improvements and manage risks across appropriate areas
- Analyse performance data and present to Operations Supervisor and Manager in a variety of methods to support effective business planning
- Effective supervision and performance management in line with YHN's policies
- Liaise with and influence all relevant staff members to improve service delivery
- Ensuring our clients and customers take priority, providing consistently excellent customer service
- Provide constant support and encouragement to team members
- Strong communication and planning skills to ensure service delivery times are met and promptly reporting of any ongoing issues
- Creating new processes whilst trailing new innovative ideas to ensure efficient service delivery
- Ensuring goods across all areas are ready and available as needed
- Assist Operations Supervisor with all aspects of compliance and audit needs across appropriate areas
- Collaborate and support the Operations Supervisor to ensure targets are achieved, and resources are fully utilised
- Provide support to the Operations Supervisor with staff training needs
- Monitoring customer/client satisfaction levels across appropriate areas
- Managing customer and client complaints in a professional manner and timely fashion
- Authorise and ensure goods are procured correctly in line with YHN's policies
- Effective and efficient stock and supply chain management working alongside suppliers
- Regular monitoring of the priority deliveries, repairs and stock liaising with the Customer Support Team Leader to ensure the scheduling system can be manipulated effectively
- Effective day to day management and planning to ensure our drivers stay compliant and to ensure EU regulations are met, whilst liaising with the Operations Supervisor for scheduled works
- Efficient planning to ensure we are cost effective and efficient across appropriate areas

**Person specification**

This area focuses on skills/ knowledge required in the role.

**Essential**

- Experience of operating at a supervisory level
- Previous experience in one of the following areas; logistics, repairs and recycling or stock management
- Knowledge and experience of EU procurement and driving regulations
- Experience of developing and implementing strategies to improve service delivery
- Effective performance management skills
- High level of planning and organisational skills
- Knowledge and understanding of health and safety compliance
- Excellent communicator, using a range of techniques, within a range of audiences
- Effective decision maker with the ability to demonstrate initiative and independence
- Ability to influence staff members
- Analytical skills with an ability to present the results to managers of the service in a variety of methods to a high standard
- Ability to use a range of IT systems
- Up to date knowledge of driver regulations

**Desirable**

- Understanding of IOS 9001 and 14001
- Understanding of procurement processes

**All employees are expected to be flexible within the scope of the role**

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do. Our values are Be **R**eady, Be **A** amazing, Be **R**evolutionary, Be **E**nergetic.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

*We expect our people to demonstrate the following behaviours:*

**Be ready - together we're prepared for anything:**

*This value is about being "prepared, willing, eager and prompt".*

*The behaviours we expect are:*

- *Take responsibility to keep up to date*
- *Take ownership*
- *Make best use of time and resources*
- *Own your development and that of others*
- *Work as one team cooperatively*
- *Be prepared to contribute*
- *Be organised and on time*
- *Share information, knowledge and good practice*
- *Be adaptable and flexible*

**Be amazing – we'll exceed expectations**

*This value is about being "passionate, impressive, excellent and progressive".*

*The behaviours we expect are:*

- *Care about people and YHN*
- *Take pride in what you do*
- *Behave with sincerity and integrity*
- *Be your best and inspire others to be theirs*
- *Do right by our customers*
- *Have a desire to make things better and improve lives*
- *Be an advocate for YHN*
- *Learns from mistakes*

***Be revolutionary – have courage and be bold***

*This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.*

*The behaviours we expect are:*

- *Prepared to be different*
- *A positive influence on others*
- *Consider and think of imaginative solutions*
- *Decisive and unafraid to do what’s best*
- *Prepared to challenge constructively*
- *Open-minded, tries to say ‘yes’ more than ‘no’*
- *Supports and promotes change*

***Be energetic – making every day count***

*This value is about “vitality, being interested, keen, inspirational and motivated”*

*The behaviours we expect are:*

- *Passionate in all you do*
- *Is up for the task*
- *Celebrates achievements*
- *Is able to “bounce back”*
- *Is motivated and enthusiastic*
- *Challenges poor performance and negative attitude*