



## Job Profile

### Job Details

Job Title	Environmental Team Leader	Section	Environmental Services (East)
Division	Housing & Care	Report to	Environmental Support Manager
Grade	SCP 23 – 26	Date completed	April 2018

### Job summary

You want to make a difference to the lives of our customers. You understand the positive effect that clean and well maintained grounds and buildings have on people's lives and care about improving communities in the city. You passionately believe that everyone has the right to live in a well-kept, clean and tidy area. You are ready for a job in which you can take pride in your work and genuinely care about ensuring your customers are provided with excellent services that meet their needs.

### Behaviours & Competencies

#### Our Organisational Competencies

- Delighting our customers
- Achieving excellence
- Communicating effectively
- Using professional judgement
- Taking personal pride

We want our Environmental Team Leaders to be able to demonstrate the following behaviours and competencies:

- Enjoy using creative thinking to provide tailored services and solutions that fit the needs of customers in your area
- Be committed to ensuring all work is completed to a high standard
- Work enthusiastically in partnership with other teams in Wheatley Group and other organisations where appropriate
- Be confident in standing up for customers, where they are not getting the level of service you think they should be getting
- Be able to project a positive and confident manner at all times
- Work well as part of a team sharing your ideas and innovation as well as the lessons learned from your mistakes
- Have enthusiasm for getting to know the area you work in and delivering services that meet the needs of the local community

## Person Specification

### Experience

#### **Essential**

- Experience of working in a customer-focused environment
- Ability to work on an individual basis or part of a team
- Experience in organising own workload to achieve priorities and objectives
- Flexible, adaptable and able to work in pressurised situations in relation to matters of site security and resident safety

#### **Desirable**

- Experience of providing a cleaning service
- Basic IT skills such as using email and word processing

### Qualifications

#### **Essential**

- Compliance with Disclosure Scotland
- Hold a full driving licence at all times, valid in the UK, to be able to carry out this role. The post holder must drive safely at all times

## Job Outputs

Role output	Includes the requirement to
Provide leadership and support to a team of local environmental staff	<ul style="list-style-type: none"><li>• Lead by example</li><li>• Carry out performance agreement and personal development plan meetings and reviews with team members with the support of the Environmental Support Manager</li><li>• Instruct and guide colleagues in the distribution and conduct of work in the team to the benefit of our customers</li></ul>
Environmental maintenance:	<p>You will ensure that the following work is carried out to a 5 star standard:</p> <ul style="list-style-type: none"><li>○ Removal of Graffiti</li><li>○ Vandalism issues reported</li><li>○ Communal areas are clean</li><li>○ Bulk is uplifted</li><li>○ Local area is well maintained</li><li>○ Hedges are trim</li><li>○ Minor repairs are carried out</li><li>○ Monitor action and follow up where required</li></ul> <ul style="list-style-type: none"><li>• You will visit and inspect all of the sites you are responsible for, and will ensure that the Environmental service is delivered to a 5 star standard</li><li>• You will highlight to the Environmental Support Manager where this standard is below 5 stars, with appropriate actions</li><li>• You will ensure that our MSF are maintained to a 5 star standard and the correct methods of cleaning is deployed</li><li>• You will have the confidence to recommend and implement changes to ensure the best service is delivered</li><li>• You will be trusted to do the right thing for the areas you are responsible for</li></ul>
Interact with customers by providing information and communicating feedback	<ul style="list-style-type: none"><li>• Represent Wheatley Group and have a good working knowledge of the organisation's services and how customers can access them</li><li>• Communicate clearly with customers, responding to feedback and ensuring complaints are dealt with appropriately and to customers satisfaction</li></ul>

Provide regular security checks across the area for which you are responsible	<ul style="list-style-type: none"> <li>• Block patrols are carried out in accordance with local priorities</li> <li>• Breaches of security and emergency events responded to and hot spots identified to the Housing Officer</li> <li>• Regular communication with all Operatives within your area</li> </ul>
Health and Safety maintained across MSF and environmental areas	<ul style="list-style-type: none"> <li>• Rubbish and waste disposal compliant with local procedures e.g. rubbish chutes, external areas</li> <li>• Programme to check on maintenance equipment implemented e.g. dry risers, lifts, pumps</li> <li>• Work with Housing Officers to ensure that our MSFs are 5 star</li> <li>• Carry out vehicle checks at point of first use when on shift and ensure that all incidents relating to vehicles are reported and acted upon</li> <li>• Correct products are used in accordance to Health and Safety to deliver a 5 star service</li> </ul>
Incident Monitoring/Reporting	<ul style="list-style-type: none"> <li>• Ensure all incidents are factually recorded and forwarded to the relevant officer for action, taking ownership of the incident until conclusion</li> </ul>
Owner Occupiers	<ul style="list-style-type: none"> <li>• Liaise with Housing Officers regarding any queries from owners relating to service delivery of environmental services</li> </ul>
On-site face-to-face contact with residents	<ul style="list-style-type: none"> <li>• Act as a point of contact to residents and resolve issues</li> <li>• Effective liaison with Housing Officer to ensure residents' concerns are responded to and all action required is taken</li> </ul>
Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> <li>• Comply with and implement all relevant policies and procedures.</li> <li>• Comply with all regulatory and legal requirements and constraints</li> <li>• Act within health and safety best practice</li> <li>• Act within Data Protection procedures</li> <li>• Personal safety maintained at all times</li> <li>• Act ethically and with integrity</li> </ul>
<b>Interdependencies</b>	
<ul style="list-style-type: none"> <li>• Environmental Support Managers</li> <li>• Environmental Service Delivery Lead</li> <li>• Environmental Operatives</li> <li>• Housing Managers</li> <li>• Housing Officers</li> <li>• Wheatley 360</li> <li>• Neighbour Relations Officers/Community Improvement Partnership</li> <li>• Employee Relations team</li> <li>• Tenants and owner occupiers</li> <li>• External Agencies – ECC, Police Scotland, Fire &amp; Rescue Scotland</li> </ul>	