

Job Description

Job Title: Gas Operational Team Leader (GOTL)
Section: Mechanical & Electrical
Responsible to: Gas Service Manager
Grade 10

Job Purpose

Assist in the provision of a safe, efficient and cost-effective service stream on all areas of service delivery ensuring the highest quality of work is provided in the timescales determined by the contract.

Key Duties / Responsibilities

Team Management

1. In order to meet demand, monitor a multi-disciplinary team of directly and indirectly employed labour on their effectiveness and performance through leadership, direction and coaching.
2. Closely manage operative attendance including sickness and annual leave, considering minimum operative levels against output profiles. Utilise where necessary support mechanisms such as Employee Counselling Service and Occupational health in dealing with health and wellbeing issues.
3. Fully investigate non-compliance issues and take appropriate action, escalating to Head of Service where appropriate.
4. Take full ownership of all processes, risk management, legal requirements and training for working at heights within your team.
5. Maintain commercial ownership to ensure optimum efficiency of all resource engaged.
6. Lead, manage and contribute to the development of your team, using coaching and other management techniques.
7. As well as identifying team training needs for the annual training plan, ensure 100% attendance on statutory and developmental training courses, demonstrating that training is validated and accurate records are maintained via the HR team.

Performance

8. Generate, review and address performance measures whilst maintaining the need to meet demand.
9. Carry out annual performance reviews with all your staff, with interim reviews to manage performance.
10. Review failure and recalls and take appropriate action.

11. Monitor team effectiveness and performance through leadership and coaching, ensuring HR related issues are addressed to maintain performance levels to the standards expected.
12. Manage plant and vehicles efficiently in line with business requirements.

Communication

13. Responsible for promoting, developing and meeting with existing and new clients, customers, suppliers on delivering your service.
14. Contribute to the settlement where appropriate of disputes, grievances and complaints involving relevant stakeholders, including operatives, customers, clients, trade union officials, statutory undertakers and court hearings.
15. Actively manage the performance of your team and regularly communicate key information including core briefings, toolbox talks, financial performance, business performance and constraints.
16. Develop and maintain effective working relationships with clients, internal and external customers and suppliers.
17. Understand and be committed to a high level of customer service by maintaining effective working relationships with colleagues, team leaders and members of other departments and work as part of a team.
18. Deal courteously and efficiently with the general public to maintain and enhance the reputation of Unitas.
19. Act as the first point of contact for your direct reports for support and guidance and be flexible in your approach to this.

Health & Safety

20. Organise the works to maintain a working environment that is safe and without risk to health in accordance with the Unitas Health, Safety and Environment Management Systems.
21. Promote a positive safety culture through the values of SUSAA (Safe and Unsafe Acts).
22. Give all direct reports, employees and sub-contractors precise instructions regarding their responsibilities for correct working methods. Ensure that they do not permit individuals to take unnecessary risks.
23. Ensure appropriate protective clothing and health and safety equipment is issued, correctly used and maintained.
24. Carry out health and safety monitoring, arrange for any corrective actions, ensure that actions are taken and provide details to the manager responsible.
25. Identify and carry out appropriate risk assessments, including those for control of materials hazardous to health (COSHH) and that control measures are implemented and maintained.
26. Ensure that all safety procedures are followed for all working at height activities.
27. Follow agreed procedures when working in occupied properties to ensure resident safety and security.

28. Carry out the reporting and investigation of accidents and significant incidents, recording as per agreed procedure, ensuring that health and safety advisors are kept fully informed and involved as appropriate.
29. Manage and implement H&S procedures including the weekly audit process and ensuring all registers and documentation are entered correctly in a timely manner.
30. Ensure compliance with company policy, follow the Highway Code and exercise due care and attention when driving a company vehicle.

Other Duties

31. Be an active part of the emergency call-out rota, maintaining accurate records of call-out.
32. Carry out compliance audits and monitoring reviews to include reports in accordance with the Gas safe Installation & Use Regulations 1998 and Building Regulations.
33. Ensure that all plant / transport (whether owned or hired by the company) is procured according to agreed procedure, correctly maintained, inspected as necessary and correct documentation maintained.
34. All duties and responsibilities should be carried out in accordance with agreed Unitas Policy and Procedures, having regard to Unitas' policy commitments to efficient service provision, promotion of Equal Opportunities and Diversity, Corporate Social Responsibility and good employee relations.
35. Any other duties and responsibilities as may be determined after consultation between management and the post-holder, having at all times full regard for the service area's competitiveness, efficiency and general viability.
36. Ensure your business area is presented in a manner that reflects the Unitas image / values.
37. Undertake any other duties appropriate to the post as and when required.

Finance and Staffing Dimensions (if applicable)

- **Staff: Managing a team of circa 15 operatives**

Person Specification



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Section: Mechanical & Electrical

Minimum Essential Requirements - Evidenced by: **a:** application form **b:** test **c:** interview

Knowledge and Qualifications			
Good understanding of workplace Health and Safety legislation and HR working practices	✓		✓
Relevant H&S qualifications (SMSTS/IOSH) or willing to work towards	✓		
Technical competence - NVQ3 in a relevant trade	✓		
Qualifications - CCN1, CPA1, CEN1, HTR1, CKR1, WAT1, DAH1	✓		
Prepared to work towards qualification in non-domestic gas			✓

Experience			
Experience of breakdowns / diagnostic and repair, servicing appliances, new installations, gas Safety (Installation & Use) Regulations and Building Regulations	✓		✓
Demonstrate leadership and influence beyond own team			✓
Demonstrate adaptability in meeting customer needs			✓
Able to provide strong and consistent leadership skills			✓
Experience of managing and leading a team	✓		✓
Experience of customer focused service delivery	✓		✓
Proven experience in the management and development of employees	✓		✓

Skills and Abilities			
Ability to take ownership and solve problems and implement actions			✓
Ability to build a positive team culture and relationships			✓
Ability to adapt to change			✓
Ability to increase commitment and performance within team			✓
Ability to communicate effectively both verbally and in writing	✓		✓
Ability to deliver service performance targets in accordance with client and customer requirements	✓		✓
Ability to negotiate and manage difficult situations.			✓
Ability to be flexible with working hours and willing to work outside normal working hours			✓
An ability to fulfil all spoken aspects of the role with confidence through the medium of English			✓

Conditions of Service

Job Title:	Operational Team Leader (GOTL)
Section:	Mechanical & Electrical
Responsible to:	Gas Service Manager
Grade:	Level 10
Salary:	£32,234 - £34,728

Duration: This is a permanent role.

WORKING HOURS:

Your normal hours of work will be 37 per week.

ANNUAL LEAVE ENTITLEMENT

You will be entitled to 27 days annual leave rising to 32 days after five years continuous service and eight public / bank holidays. The above entitlement will be calculated pro rata depending upon hours of work.

SICKNESS ABSENCE: This will be paid at basic levels. This means that any enhancements normally received for shift work, weekend working etc. will not be paid on days when you are absent from work due to sickness

PENSIONS PROVISIONS: For occupational pension purposes you will have the choice of:-

- a. Joining or continuing in the Local Government Pension Scheme.
- b. Arranging your own personal pension provision approved by the Inland Revenue.

BUSINESS MILEAGE: If you have to use your own vehicle on Unitas business please ensure that you are insured to do so then the appropriate allowance is payable.

NOTICE PERIOD: Your notice period will be dependent upon the grade of the post and your continuous service.

PROBATIONARY PERIOD: New entrants to Unitas service are subject to a probationary period of 6 months during which you are expected to establish your suitability to the post.

EQUAL OPPORTUNITIES MONITORING: New entrants are required to provide details of ethnicity and disability for the starter forms to enable the Unitas to monitor its progress towards being an equal opportunities employer.

MEDICAL EXAMINATION: Your employment is subject to medical clearance being given by Unitas' Medical Adviser. Initially, this will take the form of a medical questionnaire.

FIRST AID CERTIFICATE: You may need to get a full specified First Aid Certificate within 12 months of appointment and continue to hold a current certificate throughout your employment.

CLOTHING AND UNIFORM: You must wear protective clothing/uniforms that may be issued to you.

REHABILITATION OF OFFENDERS ACT: The post is subject to the Exceptions Order of the Rehabilitation of Offenders Act 1974 and if you are shortlisted you will be required to disclose any criminal convictions, bindovers or cautions received, which are not spent.

ASYLUM AND IMMIGRATION: According to the Immigration, Asylum, Nationality Act 2006 you will be required (if appointed) to provide proof of current and valid permission to be in the United Kingdom, and valid permission to do the type of work offered.

TRADE UNIONS: Your employer, supports the system of collective bargaining in every way and believes in the principal of solving industrial relations problems by discussion and agreement. For practical purposes, this can only be conducted by representatives of the employers and of the employees. If collective bargaining of this kind is to continue and improve for the benefit of both, it is essential that the employee's organisations should be fully representative. Therefore it is recommended that employees become a member of a trade union represented on the relevant national joint council.

A full list of the trade unions appropriate to the type and nature of employment is available from the City Councils HR service.