

Role Description

Role Title: Operational Section Leader – Commercial Services and Income Generation

Location: Yeovil / Agile

Grade: 5

Main purpose

Leading and managing an operational team delivering front line operational and commercial services to meet the requirements of internal and external customers, providing an efficient, cost effective, high quality and continuously improving service.

Key tasks

- To act as lead case owner managing customer cases and issues effectively, personally owning the resolution of some complex cases, understanding when to consult with others, including specialists and ensuring the sharing and dissemination of best practice
- Support the Team Leader for the operational management of the service as required, including overseeing people and responding to performance information
- Implement health and safety management systems throughout designated teams and work areas, ensuring that site specific and other operational risk assessments, COSHH assessments, HAV's management and monitoring, etc. are routinely reviewed, updated and communicated throughout the team(s). Encouraging staff to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities
- Take a lead role in managing the security of tools, equipment and materials used by the designated team(s) on routine operations and in the depot, liaising with colleagues and external contractors to monitor and address issues where required
- Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of internal customer satisfaction
- Ensure the indexing of documentation and record keeping relating to the specialist areas of work related to this post and the day to day management of the team(s)
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate



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- Promoting new ways of working, responsible for multi-skilling people within teams and encouraging knowledge sharing across work teams
- Work with Team Leader to support and develop others within the team in the areas of specialism
- To provide support for the escalation of service issues
- Assist with knowledge sharing across teams
- Assist with the design and development of tools and guidance notes for the areas of specialism to enable the team to self-serve and widen their knowledge.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- Support customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve
- Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning arrangements.
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.



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Personal Specification

Operational Section Leader – Landscaping and Small Works Professional and educational qualifications

Professional and educational qualifications

Essential	Desirable
Good standard of general education including GCSE at grade C or above or equivalent in English and Maths	Technical qualifications qualified by strong relevant experience
Nationally recognised horticultural qualification, qualified by strong relevant experience and essential NPTC qualifications	Degree or diploma in horticulture or similar discipline
C1+E driving licence	Nationally recognized memorial testing qualification
First aid qualification	

Experience

Essential	Desirable
Validating and processing cases e.g. applications, complaints, service requests, reports	Basic working knowledge of the legislative frameworks surrounding the areas of specialism
Analysing and processing information for reporting	Working in a local authority
Experience within a customer-focused service providing excellent customer care	
Purchasing/procurement administration	
Delivering a wide range of complex landscaping operations	
Responding to emergency requests, including out of hours call outs	
Experience within a customer-focused service providing excellent customer service	



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Experience of assisting in delivering change	
Good working knowledge of the legislative frameworks surrounding the areas of specialism	
Good working knowledge of the policies and processes across one or more areas of specialism	

Key Skills

Essential	Desirable
Proactive with commitment to provision of excellent customer service	Able to review processes and recommend better ways of working
General building and construction skills	Proficient in the use of Council systems
Able to communicate effectively both orally and in writing	Broad knowledge of Council services, systems and procedures
Managing operational work teams	
Numerate	
Accuracy and attention to detail	
Well organised and methodical	
Team worker with ability to work on own	
Resourceful and flexible in approach	
Problem solving and decision making	
Able to perform efficiently and effectively under pressure	
Proficient in MS Office or equivalent	



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Knowledge

Essential	Desirable
Good understanding of Council services	
Good knowledge of terminology and acronyms used by service areas	
Thorough understanding of O licence requirements related to operating vehicles and towed items of plant relating to operational activities	
Thorough understanding of general horticulture, landscaping techniques, groundworks and general building	
Knowledge of plants and trees, their identification, cultural methods of establishment and maintenance and pest and disease identification and control	
Knowledge and understanding of relevant legislation and processes	
Data protection	
Equalities	