



Job Description and Person Specification

Job Title	Operational Resource Planner - Team Leader
Job Grade	NCC F
Reports to	Business Services Manager
Direct Reports	Operational Resource Planners x6
Other Resources	Mobile phone, laptop.
Role Purpose	<p>To support the Business Services Manager in the delivery of a comprehensive and efficient repairs service to customers.</p> <p>To lead and manage Operational Resource Planners in scheduling the workload of trades colleagues and/or contractors, by allocating and organising work to ensure efficient use of resources.</p> <p>This is a supervisor post responsible for managing front line staff within the company's culture and values; including assigning tasks within a set framework; operational decisions made by frontline staff within clear decision-making protocol; responsible for 1:1s; addressing initial performance issues; first port of call for resolving work problems and recommending changes and improvements to manager.</p>
Key Accountabilities	<ol style="list-style-type: none"> 1. To support and assist the Business Services Manager to identify, develop and implement performance indicators and targets. To monitor and review performance of the team in relation to targets and policies through the collation and analysis of information and production of reports. To implement solutions to improve performance and promote best practice. 2. Actively monitor, review and manage individual staff performance in relation to service area key performance/targets/deadlines and the Company's required standards of performance and conduct. 3. To supervise and develop a team, displaying leadership and team building skills. 4. To deputise for the Business Services Manager where required. 5. In conjunction with the Business Services Team Leader produce and co-ordinate rotas for Operational Resource Planners, ensuring adequate cover at all times. 6. To be accountable for team performance by ensuring that



	<p>service delivery is of the highest standard.</p> <ol style="list-style-type: none"> 7. To supervise, control and maintain all computer hardware and software within the department including systems administration, 'trouble shooting' and liaising with the IT help desk, where necessary. 8. To act as a point of reference and provide training, advice, support and expertise to colleagues. 9. Provide on-going coaching, support and training to existing and new team members to improve team morale and to ensure they are fully equipped to carry out their role and understand the standard of performance required from them. 10. Monitor and review performance of individuals and team through the analysis of key data in order to produce relevant and meaningful reporting statistics. 11. Actively promote the ethos of continuous service improvement by encouraging team working and openness in which all employees share a common sense of purpose to achieve departmental goals. 12. To ensure that operational procedures and processes are developed, reviewed and updated on a regular basis to contribute to the efficiency of the service. 13. To ensure that operational processes and procedures are adhered to. 14. To contribute to the effective running of the service area through attendance at meetings and training events as required. 15. Where there is operational need undertake duties of an Operational Resource Planner to support the effective delivery of the service. 16. To carry out duties of the Business Services Team Leader where reasonably required by operational need, e.g. to cover sickness or annual leave. 17. Other duties which are broadly consistent with the job description and level of the post. <p>GENERIC RESPONSIBILITIES:</p> <ol style="list-style-type: none"> 18. Demonstrate and promote excellent standards of customer
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	<p>care in the context of Nottingham City Council Housing Services' (NCCHS') vision, goals and values, to uphold the equality and diversity policy and to participate in training activities necessary to your post.</p> <p>19. Adherence to standing orders, financial regulations and health and safety standards.</p>
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PERSON SPECIFICATION – Operational Resource Planner - Team Leader

Requirements	Essential – E Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> Experience of leading, influencing, motivating and developing employees in order to achieve challenging targets. 	E
<ul style="list-style-type: none"> Proven experience of coordinating, managing and maintaining appointments and diaries of large teams within a fast-paced and pressurised environment. 	E
<ul style="list-style-type: none"> Working with computerised and manual office systems 	E
<ul style="list-style-type: none"> Communicating directly with members of the public 	E
<ul style="list-style-type: none"> Working to tight deadlines and key performance indicators 	E
<ul style="list-style-type: none"> Providing administrative functions 	E
<ul style="list-style-type: none"> Must be able to demonstrate a good standard of numeracy and literacy both verbally and in writing 	E
<ul style="list-style-type: none"> Understanding of service delivery needs of a multi-cultural society and its relevance to work with NCCHS. 	E
<ul style="list-style-type: none"> Aware of the service provided by NCCHS. 	E
Skills & Abilities	
<ul style="list-style-type: none"> Good interpersonal skills and a proven ability to lead meetings and communicate effectively at all levels in both individual and group situations 	E
<ul style="list-style-type: none"> Highly customer focussed and able to demonstrate problem solving skills 	E
<ul style="list-style-type: none"> Ability to lead and motivate staff within large, multi-functional teams, including managing staff performance 	E
<ul style="list-style-type: none"> Proven ability to work in a pressurised environment under own initiative 	E
<ul style="list-style-type: none"> Ability to use computer software programmes to ensure validity of data and input relevant data 	E
<ul style="list-style-type: none"> Experience of working in an environment that must demonstrate value for money 	D
<ul style="list-style-type: none"> Excellent organisation and prioritisation skills including managing manual and computerised diaries for teams 	D
<ul style="list-style-type: none"> Ability to develop and present written or verbal information in a clear and concise manner 	E
<ul style="list-style-type: none"> Ability to demonstrate effective communication face to face, in meetings, by email and on the telephone when dealing with a wide range of customers including tenants, colleagues etc. 	E
<ul style="list-style-type: none"> Proficient in the use of common Microsoft Office programmes to produce documents such as letters, memos, reports etc. 	E
<ul style="list-style-type: none"> Knowledge and experience of using IT as an analytical and management tool 	E



Qualifications	
NVQ Level 2 in Business Administration, Customer Service or an ICT discipline or relevant experience.	E
Behaviours	
• Ability to be effective leading and working as part of a team.	E
• High levels of professional and personal integrity	E
• Positive, professional attitude to getting things done	E
• Focused on reaching resolutions to issues	E
• Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NCCHS' equality and diversity policy	E
• Ability to challenge discriminatory attitudes, statements and behaviour	E