**Yorkshire Housing Role Profile**

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| **Job title:** | Environmental Services Team Leader | **Leader of others:** | Yes |
| **Reports to:** | Environmental Services Manager | **Contract type:** | Agile |
| **Business Area** | Environmental Services | **Budget holder?** | No |

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| **Job purpose** |
| The post holder has a number of responsibilities within the management team of Environmental Services. Good leadership and line management is key to the service promoting cohesive working across all areas of the business. The ability to communicate across YH at all levels when carrying out day to day delivery through to preparing upgrade specifications is essential. Performance management techniques are to be employed at all times and open to scrutiny by all stakeholders from management to customers and leaseholders. Value for money is a core value of the service which must be achieved through working smarter and performance monitoring. |

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| **Key responsibilities** |
| 1. Directly responsible for the management and service delivery of grounds maintenance across the West and North area. Adherence to specification, quality control and performance monitoring are essential to ensure a high quality service is maintained at all times. 2. To represent Environmental Services and liaise with customer community groups, housing management staff and any other stake holder. To prepare specifications and consult on project delivery as required. To prepare and deliver performance reports to management team for analysis as required. 3. To be well versed in Arboriculture activities such as inspection identification and qualified in tree works such as reducing, lifting, felling, dismantling climbing and aerial rescue. 4. To manage programs of minor works to include fencing, landscaping, tree planting, woodland maintenance as prepared by both property and environmental services and other sections within the company. 5. To manage and carry out environmental health related duties to include sharps removal investigative works, invasive species eradication and disposal in strict compliance with all health and safety criteria and best practice. 6. To manage all aspects of operative and site health and safety including COSHH, risk assessment, vehicle management and environment impact. Ensuring all RIDDOR, SIRF and near miss incidents are reported promptly and effectively to the correct reporting body. 7. To performance manage grounds maintenance contractors in line with current policy, specifications, quality control and customer satisfaction. To include monthly performance and quarterly management performance meetings. 8. To demonstrate through leadership YH behaviours, to support YH plan. Nurture and encourage operatives to grow skills and behaviours that support YH core values and beliefs. Encourage open bottom up conversation through regular team meeting / toolbox talks and 1-2-1 process ensuring every operative is treated equally and has every opportunity to air their views. 9. Undertake any other duties that the service manager may reasonably request such as out of hours attendance or deputation on behalf of the service manager. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Recognised qualification or equivalent experience in horticultural, landscape maintenance, community based services * Relevant people management experience * Experience in recruiting and training people * Ability to think strategically on how to reach targets and deliver services * Ability to motivate and develop others and keep high standards across the team * Experience of Arboricultural works, climbing and aerial rescue * Experience of trailer and plant towing * Be able to plan and priorities the teams daily workloads * You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to occasional out of hours emergency calls * Full drivers licence valid for the UK |
| **It would be a bonus if you have:** |
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |