



Role Profile/Job Spec – Team Leader (Street Cleansing)

Service	
Job title	Team Leader – Street Cleansing
Post No	
Salary Grade	G 5
Hours	40 hours Per Week
Responsible To	Operations Manager (Street Cleansing)
Responsible For	Allocated Operatives and Drivers

Role Purpose

1. To assist the Operations Manager (Street Cleansing) to deliver a high-quality Street Cleansing service for Greener Ealing Limited in line with the company's Vision and Values, standing in, where required, as responsible person in the absence of Supervisor.
2. To lead by example, encouraging a positive work culture for all allocated operatives and drivers.

People Management

3. Lead and direct allocated operational staff to provide an efficient, effective and safe service to clients, encouraging each employee to take responsibility for all aspects of work under their control.

Operations

4. Assist the Operations Manager (Street Cleansing) to deliver the service in line with KPIs and in accordance with GEL's Vision and Values, seeking to identify improvements to current ways of working in order to deliver a more efficient and effective service for customers.
5. Ensure that all scheduled work is completed on time and in line with the required standards.

Health & Safety

6. Work closely with HSEQ and Training Manager to ensure that a culture of Health and Safety is embedded in Street Cleansing and that all the Health, Safety and Environmental policies are complied with by all subordinate employees operating within the allocated areas.



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7. Ensure all drivers and operatives observe site and public area safety rules: enforce the wearing of correct uniform and protective equipment.
8. Ensure that the mandatory number of Health, Safety and Environmental inspections are carried out.
9. Ensure that incidents, accidents and close calls are reported and notified in line with the company's procedures.

Vision and Values

10. Understand GEL's Vision "to be recognised as one of the leading environmental service providers in West London and across the capital" and help GEL to achieve this Vision through adhering to the GEL Values (4 Cs): Customer Comes First; Collaborative; Caring and Committed.
11. Act as an exemplar of GEL's Values - especially with subordinate staff - and ensure that these are embedded within the Street Cleansing service.

Notes:

1. The postholder may be deployed into other service area(s) within GEL, in line with the needs of the service, as directed by the line manager or Managing Director.
2. The tasks listed in this job description are not exhaustive and the postholder may be asked to undertake additional duties in line with the needs of the service, as directed by the line manager.

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ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	Good standard of English and numeracy in order to communicate effectively and perform basic calculation.	GCSE or equivalent in Maths and English grades A/C or 9-4. Supervisor/team leader qualification. Continuous professional development.	
Relevant Experience	Knowledge and understanding of Equal Opportunities issues. Knowledge of Health and Safety requirements relative to this post.	Knowledge of current legislation relevant to the post Supervisory or Team Leading experience. Experience of using one or more of the following Checkedsafe, Whitespace, Alcamus and Masternaught.	Application Form/Interview
Personal skills	Ability to set priorities, managing the progress of your own and service area.	Able to demonstrate leadership qualities and inspire others	Application Form/Interview

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	<p>Able to work as part of a team.</p> <p>Good communication skills (verbal and written) able to work closely with and establish positive relationships with internal/external stakeholders.</p> <p>Knowledge of IT software packages able to complete relevant paperwork associated with the post.</p>	<p>towards achieving desired goals.</p> <p>Proven ability to work with minimum supervision.</p> <p>Excellent report writing and presentational skills</p> <p>Displays highest standards of personal integrity.</p> <p>Commitment to highest levels of service delivery.</p>	
Specialist working conditions	<p>May be required to work some unsociable hours including weekend working.</p> <p>Prepared to adopt a flexible approach to undertaking broadly similar duties in other sections as the workload demands.</p>		Application Form/Interview



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Our Values – 4Cs

Gel's values set out what we stand for and how we will behave at work. They are the basis of how we will deliver our Vision of *being recognised as one of the leading environmental services providers in West London and across the capital*.

1. **Customer comes first** – remembering our purpose and doing the very best for the people we serve.
 - We achieve this by - being considerate, responsive and polite at all times and by being careful not to leave any mess.
 - We don't achieve this unless we treat our customers as we would like to be treated ourselves.
2. **Collaborative** – with workmates and others.
 - We achieve this if we - act as one organisation or team, sharing information and knowledge, and if we support each other wherever we can
 - We don't achieve this if we - don't work as a team, ignore what others are doing or planning to do, or if we make decisions without involving other service users
3. **Caring** – about the health safety and welfare of our employees.
 - We achieve this when we – take responsibility for our own health, safety, welfare and wellbeing and also that of others. This includes being respectful and supportive towards colleagues, taking care to maintain a healthy work-life balance, and challenging behaviours that are inconsistent with Gel's Dignity at Work policy.
 - We don't achieve this if we – not serious enough about health, safety, welfare and wellbeing; are unsupportive; or if we don't have each others' backs.
4. **Committed** – to delivering services, to innovation, tackling problems and finding better ways of working.
 - We achieve this when we – take the initiative to find or suggest better ways of working, listen to each other, and share good ideas.
 - We don't achieve this unless we – keep an open mind and accept there may be better ways to get the work done.



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We know that we will only deliver our Vision through each of us pulling together, working within the spirit of our Values, to make GEL one of the leading environmental services providers in West London and across the capital.

BG/HR/31/10/2022