**BRIGHTON & HOVE CITY COUNCIL 4314bm2**

**JOB DESCRIPTION**

**JOB TITLE: Transport MaintenanceTeam Leader**

**REPORTS TO: Transport Maintenance Manager**

**DELIVERY UNIT: Parking Services**

**TEAM: Transport Control (Parking Services)**

**PURPOSE OF JOB**

To assist the Transport Maintenance Manager with the leadership and management of the Transport Maintenance Team

To provide a professional, effective operational maintenance service for the maintenance of parking assets, ensuring compliance with all the procedures, policies and legislation.

To support the wider function of the Traffic Control Centre as a communication’s “hub” for City Transport and its partners with real-time traffic management and traffic control.

To provide excellent customer services for the council’s car parks and parking assets.

To assist the Maintenance Manager with the management of Parking Services assets, delivering an efficient maintenance service for all of those assets.

To deliver the Traffic Management objectives of tackling congestion, keeping traffic moving, providing access and delivering excellent customer service.

**PRINCIPAL ACCOUNTABILITIES**

1. To lead and line manage the Maintenance Technicians, inspiring a strong, positive and united team spirit, especially during periods of difficulty.
2. To regularly communicate and actively demonstrate a clear and consistent vision in line with the wider objectives of the Council and the Parking Services team demonstrating genuine enthusiasm and passion for the delivery of excellent, customer focused services.
3. Carry out a variety of dynamic and formal risk assessments, producing reports and be the lead decision maker in taking the appropropriate action alongside reporting any issues and the outcome to the Maintenance Manager and appropriate contractor.
4. To implement the strategy and organise the programme of works for the parking assets ensuring they are carried out in accordance with local procedures and within legislation. This includes proactive and reactive incidents and carry out first line maintenance of all parking assets.. .
5. To organise for customer service and security monitoring at the council’s connected off-street car parks using CCTV and 2-way audio links to provide customers with assistance, including local information for visitors and cash handling.
6. To support the Maintenance Manager in taking forward an asset lifecycle plan for all Council owned car parks and assets. This would involve supporting on the programme to identify and implement the refurbishment for Parking Services related requirements.
7. To liaise with other internal teams, contractors and specialists to ensure the effective maintenance of structures, fixtures and fittings in car parks across the city, including contract management and instructing contractors for works.

To manage and organise the 7 day a week operation of the maintenance team and to work flexibly according to the business needs of the operation. This requires organising the appropriate staffing levels for the 7 day operation to ensure sufficent staff are available to cover the required shift patterns.

1. To respond appropriately and sensitively to a wide range of often complex and sensitive written and verbal enquiries and complaints, including FOI requests from members of the public, other officers, contractor staff, elected members and other stakeholers taking appropriate action to resolve as necessary ensuring that protocols for communication and our customer promise are effectively established and implemented.
2. To demonstrate commitment to performance management which ensures that the service provided by the team meets, and wherever possible exceeds, national and local performance management targets as well as the council’s performance management standards.
3. To play an active role in the development of IT systems and service development projects for the improvement of the Control Centre and Transport maintenance elements. Review working practices, develop new and customised systems as appropriate and ensure feedback to promote effective operation of the systems.
4. To deputise for the Maintenance Manager as required.

**General responsibilities**

To work within and actively promote the City Council’s Inclusive Council Policy in relation to service delivery and staff management.

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

• To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety

• To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice

• To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice

• To ensure that safe premises, equipment and working environments are maintained

Flexibility is vital to the success of the team as the needs of the service change and unexpected situations arise. The postholder is expected to assist where possible in response to such situations to support the team, to foster a project oriented culture and to promote similar flexibility in the way that other staff work within the Transport Control Centre team

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes. The list of duties in the job description should not be regarded as exclusive or exhaustive.

This job description sets out the duties of the post at the present time.

**PERSON SPECIFICATION**

**JOB TITLE: Maintenance Team Leader**

**DEAPARTMENT: City Transport**

**TEAM: Transport Control (Parking Services)**

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| **CRITERIA** | **ESSENTIAL CRITERIA** |
| **Job Related Knowledge, qualifications and Experience** | * Qualified to a level 3 or equivalent professional experience or extensive relevant practical experience of Car Parking operations and/or building services, * Facilities / Property maintenance experience * Knowledge of parking controls and asset management, policies and procedures * Computer literacy, with good knowledge of Word and Excel * Experience of identiftying risks and applying relevant regulations andlegislation. * Experience of managing multiple sites * Hold or be willing to obtain a level 2 multi skills qualification to allow safe assessment and first line maintenance. * Up to date knowledge and ability to interpret a wide range of complex techincal information, regulations and legislation * Experience of managing staff within a regulated environment, prioritising workloads and practising time management * Experience of managing a 7 day operation * Experience of dealing with difficult members of the public in a customer service environment. * Experience on the preparation of clear, accurate procedures and policies and project management |
| **Skills and Abilities** | * Ability to lead, motivate and constructively manage self and others * Ability to produce work to tight deadline and to varying prioritises and degrees of urgency ensuring a high standard of service at all times * Excellent and confident communication skills dealing with senior managers, the public, stakeholders and other staff. * Administrative and financial skills * Interpersonal and communication skills * Ability to make sound and consistent judgements on complex issues and an innovative approach to challenges * A knowledge and understanding of performance management procedures and an ability to apply all of its principles to the management and development of the team and staff * Ability to carry out repeated moderate and occasional heavy lifting. |
| **Equal Opportunities**  **Health & Safety** | * Embrace and implement the Council’s Equality Policy * To carry out all duties in accordance with the Council’s Equalities Policies. * Commitment to acquiring awareness of current Health and Safety legislation as it applies to their area of responsibility and to attending relevant Health & Safety training * Awareness of the need to identify hazards in their area of responsibility and the ability to assess and manage the associated risks |
| **Other Requirements** | * Will be required to work at weekends and bank holidays as part of a 7 day rota * Will be regularly required to work outside normal working hours as part of a 24 hour Duty Manager rota. * The postholder will be required to present a good image of the Council * The postholder will be responsible for the security of the car parks and the Transport Control Centre * Full clean driving licence. * Able to work outside in all weather |