



Job Description

Regeneration & Community Services

Post Title	Team Leader(s) – Integrated Frontline Services		
Post Number	BG14043	Grade	9
Base	Central Depot	Hours	37 hours per week
Car User Allowance	Casual approved	Disclosure	None
Contact	Lisa Jones 01495 355368	Updated	April 2024
Politically restricted	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes *		

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

Principal Job Purpose

Responsible to: Team Manager(s) – Neighbourhood Services

Responsible for:

- The management responsibility for the Authority's Integrated Frontline Service within the Neighbourhood Services Section of Community Services.
- Supporting the Team Managers to ensure the operation of efficient and effective services which deliver against the section and divisional Business plans and directorate Corporate Improvement Objectives.
- Supporting the Team Managers with driving the collaboration agenda forward with neighbouring local authorities and key partner agencies.

Principal Accountabilities

1. To actively support the Team Managers in:

- Formulating, reviewing and developing departmental strategies inline with the corporate strategies and policies that reflect the objectives of the Authority
- Supporting the Team Managers in identifying corporate and other cross service issues affecting the Authority's activities and/or objectives.
- Supporting the Team Managers in promoting and effectively participating in multi disciplinary working involving a range of internal and/or external contacts in order to address or develop specific corporate issues and the collaboration agenda.

2. To demonstrate commitment, vision and leadership at a management and departmental level through:
 - Ensuring the service area is responsive to customer and Authority requirements, by providing appropriate service delivery models that enable the delivery of efficient and effective services.
 - Supporting the Team Managers in initiating and developing links and partnerships with other local authorities, regional and national bodies and other private/public/voluntary sector organisations necessary to achieve the Authority's objectives
 - Contributing significantly to transformational change across the Authority and encouraging and supporting innovation in service delivery
 - Supporting the ongoing development and promotion of positive corporate culture which reflects the vision and values of the Authority
 - Acting as an ambassador of the Authority through promoting its leadership and management competencies and values and building a positive corporate reputation in a range of external environments, particularly in relation to the delivery of the collaboration agenda.
 - Ensuring that the principles of equality of opportunity are fully integrated and actively pursued within the areas of the Authority's service provision that fall within the remit of the post and employment policies, practices and procedures, including through the work of contractors
3. To ensure that Integrated Frontline Services (IFS), both via direct provision and/or through contract arrangements, are managed and monitored in accordance with the Authority's commitment to performance management and continuous improvement. Particular attention is to be given to the standards required by the Authority in the areas of finance, human resources, information technology, public relations, procurement, risk management, health and safety, best value, legal, data protection, freedom of information, sustainability and equalities.
4. To meet regularly with the Team Managers to discuss service-related issues. To attend relevant meetings as required.
5. To support the Team Managers in the preparation and maintenance of the Authority's (relevant) strategies and development of consequential plans and policies to achieve the required outcomes of Welsh Government and European Policies and Legislation.
6. Such other work as may from time to time be allocated of a similar nature and level of responsibility.
7. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
8. To undertake the Health and Safety responsibilities which fall within a manager's role.
9. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Service Specific Accountabilities:

1. To develop, maintain and manage the department's expertise in Highways, Street Lighting and Winter Maintenance
2. To manage, maintain and develop the Waste Services department.
3. To manage and develop the departments expertise in Street Cleansing, Cemeteries and Grounds Maintenance.
4. To manage and develop the department's expertise in the Transport / Fleet services.
5. To liaise directly with other departments on improving Neighbourhood services.
6. To direct the activities of allocated staff to ensure that high professional standards are achieved and monitor programmes and costs in line with prepared and agreed policies.
7. To jointly deputise for the Team Managers in their absence and assist in the development of departmental plans and policies with regard to statutory plans.
8. To develop the potential of staff by providing opportunities for and encouraging training and development.
9. To recommend and implement service improvement in line with the Authority's corporate priorities.

Person Specification – Senior Manager

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Educated to Degree Level preferably in an appropriate discipline commensurate with the post, or Level 5 or 6 and relevant experience	Essential	✓			
Experience and knowledge in frontline services	Essential	✓			
Experience of managing a technical public facing service	Essential	✓	✓		✓
Other experience					
An understanding of business planning, contract management, payment mechanisms and performance management frameworks	Essential	✓	✓		✓
Experience in effectively managing large and complex budgets/projects in a multi-disciplinary service environment	Essential	✓	✓		✓
Background in statutory and legislative requirements e.g. EPA 1990, health and safety planning and legislation, equality of opportunity	Desirable	✓	✓		✓
Proven experience in policy and strategy development and implementation	Essential	✓	✓		✓
Experience in partnership working with other local authorities, regional or national bodies and the private sector and the delivery of joint service	Desirable	✓	✓		✓
Experience of overseeing large and complex revenue / budgets and other associated financial / budgetary data	Essential	✓	✓		✓
Experience of procurement and commercial activities and processes at a senior level within a local authority.	Essential	✓	✓		✓
Knowledge/Skills					
Proven experience in the use of information technology to support service provision	Essential	✓			✓
Strong leadership skills, participative management style and an ability to lead, manage and motivate a diverse group of staff	Essential		✓		✓
Proven communication, interpersonal and negotiating skills	Essential		✓		✓
High level of competence to understand and communicate complex technical, legal and financial issues to a variety of audiences.	Essential				✓
Ability to manage in a changing environment within an ethos of continual improvement and is able to demonstrate an adaptive leadership style in responding to a changing environment	Essential		✓		✓
Ability to work closely and effectively with Council	Essential		✓		✓

Members and Chief Officers				
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2. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓			
Welsh language skills are essential and candidates should either possess the relevant skills or be prepared to learn them when appointed to the post (levels 1-3).	Essential				
Welsh language skills are essential (levels 4 and 5).	Essential				

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

3. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
UK Driving Licence	✓				

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Leading People	Provides inspirational leadership & is a role model to others		✓		✓
	Takes direct responsibility and is accountable for actions				✓
	Respects and values the contribution and ambition of others				✓
	Actively promotes equality and diversity		✓		✓
	Challenges unacceptable behaviour/attitudes		✓		✓
	Recognises and celebrates achievements				✓
	Defends colleagues against inappropriate criticism				✓
	Demonstrates and is an example of good work-life balance		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the Vision	Communicates a compelling view of the future		✓		✓
	Ensures the vision is meaningful to all				✓
	Challenges the vision appropriately				✓
	Proactively promotes the vision to others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Setting & Achieving Ambitious Targets	Is committed to continually improving performance of self and others	✓			✓
	Agrees ambitious performance targets and priorities for self and others				✓
	Sets high standards and keeps self and others focused on outcomes		✓		✓
	Gives regular, constructive feedback on service /team/ individual performance		✓		✓
	Recognises and celebrates success				✓
	Challenges poor performance appropriately		✓		✓
	Seeks learning opportunities from results		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Empowering Our People	Encourages and develops personal accountability in others				✓
	Works to identify training and development needs in others	✓	✓		✓
	Encourages others to think for themselves		✓		✓
	Promotes risk-taking and supports appropriately		✓		✓
	Utilises and respects the skills, experience, and ambition of others at all levels		✓		✓
	Promotes and demonstrates personal and professional learning and development in self and others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Creates and encourages two-way communication inside and outside the organisation		✓		✓
	Uses appropriate and precise methods of communication	✓	✓		✓
	Has personal credibility with a variety of different groups and uses networks effectively				✓
	Communicates positively and respectfully				✓
	Actively listens and respects others' points of view				✓
	Checks own and others' understanding		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Is prepared to take action and be accountable				✓
	Regards problem solving as an improvement opportunity		✓		✓
	Involves others in decision making		✓		✓
	Steps back and takes a wider view				✓
	Uses evidence to challenge or support point of view		✓		✓
	Considers implications of proposed decisions		✓		✓
	Ensures decisions link to continually improving performance		✓		✓
	Has the confidence to make ambitious, difficult, or unpopular decisions		✓		✓
	Is able to justify and explain decisions		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working in Partnership	Understands partnerships in the context of the “big picture”		✓		✓
	Promotes and is actively involved in multi-agency partnerships to continually improve services for the citizen	✓			✓
	Networks effectively internally and externally		✓		✓
	Recognises, respects, and utilises the expertise of others				✓
	Proactively shares knowledge and information				✓
	Seeks out the most appropriate people to contribute to partnership working				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Managing the Political Interface	Understands the political environment locally, regionally, and nationally		✓		✓
	Positively respects and abides by the professional code of conduct and adheres to the principles of political restriction				✓
	Establishes and continually improves positive and appropriate interaction with all Councillors				✓
	Raises issues and constructively challenges in an appropriate and sensitive manner				✓
	Ensures others understand the political dimension of their work		✓		✓
	Provides timely, constructive, high quality professional advice to assist the political decision making process				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Pushing the Boundaries	Regularly and constructively challenges the status quo				✓
	Is positive about change and identifies potential benefits to the citizen				✓
	Taps into the innovative and creative potential of others				✓
	Considers different methods/approaches	✓	✓		✓
	Encourages others to suggest new ideas		✓		✓
	Supports and develops others' ideas				✓
	Looks creatively inside and outside the organisation for new ideas and actively shares good practice			✓	