PSS Team Leader  
Cityserve, Ashted Lock, Aston  
£25,951 - £32,486  
Working 36.50 hours per week

Cityserve is the leading education catering and cleaning provider in Birmingham. We provide facilities management services to over 350 schools in the city and this is an opportunity to work for a large and successful operator and to be responsible for a multi-million pound budget.

You will be responsible to lead, coach and develop the Cityserve Professional Support Team, ensuring that resources are deployed according to business needs and that support services are delivered in an efficient, professional and consistent manner.

This is an exciting opportunity for someone to contribute and shape our future direction and business portfolio. As an individual, you will have strong credibility, be personally resilient, articulate, focussed, dedicated and flexible to the needs of the business.

If you are looking to work for a large operator who will challenge and drive you in your career, then this could be the role for you.

For informal enquiries contact Debbie Siviter on 0121 464 9005

Ref: PE1122017

Closing Date: 04 May 2017

A Disclosure and Barring Service (DBS) formerly CRB check will be undertaken

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
Directorate for People

Job Description

Post Title: Professional Support Team Leader / Advisor  Grade: 4
Division: Professional Support Service  Section: Cityserve

POST REQUIRES DBS CLEARANCE: (Dependent upon requirements of the service area)

1.0 Job purpose

As a Team Leader - To lead, coach and develop Professional Support teams, ensuring that resources are deployed according to business needs. To ensure that support services are delivered in an efficient, professional and consistent manner.

As an Advisor - To provide high quality, subject specific advice and support. To ensure that support services are delivered in an efficient and consistent manner.

2.0 Key responsibilities

2.1 To provide high quality support and advice to internal/external customers, providing expertise on Professional Support processes and ensuring that customers’ needs are met within the parameters of the team’s Business Agreement.

2.2 To support the Professional Support Relationship Managers and Team Managers in the development of the Professional Support function by proactively driving forward the change agenda and the streamlining and improvement of processes with a high focus on excellent customer service.

2.3 Dependent on service area, may be required to provide day to day line management of Professional Support Officers and Assistants, ensuring they are supported, developed and deployed to meet the demands of the business, including the completion of regular supervision and other relevant people management processes.

2.4 To provide technical support to customers and front line staff within the business to help facilitate the roll-out and maintenance of new systems and processes and to ensure that staff receive support in the use of IT and business processes and ensure compliance to business and governance processes.

2.5 To develop and administer business and financial processes, ensuring that all transactions comply with Financial Regulations, Standing Orders and agreed processes.
2.6 To be responsible for the administration and monitoring of budgets as required.

2.7 To develop and use management information to the services provided are in line with performance management principles and provide a customer focused accountable and responsive service.

2.8 To support the service in the management and implementation of change including the development and implementation of processes for effective communication and engagement.

2.9 To promote and effectively participate in knowledge sharing both within the team and the wider service area ensuring information governance principles are adhered to e.g. confidentiality and Data Protection.

2.10 To assist with accommodation and facilities management, safety and security, responding to local emergency situations and the timely referral of necessary repairs and maintenance.

2.11 To support the development and improvement of the usage of IT systems to ensure that effective technology enables the delivery of services in a consistent and responsive manner across the business.

2.12 To work flexibly and as part of a team to ensure cover of all aspects of Professional Support and to provide continuity of service.

2.13 To support the Professional Support Relationship Manager within designated services of business support in respect of management and monitoring of safety and security, including the provision of fire and risk assessment, adhering to work place procedures, responding to local emergency situations and timely referral of necessary repairs and maintenance work. To be undertaken in liaison with the onsite Facilities Management.

**OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED**

3.0 Level of Supervision:

1. Regularly supervised with work checked by supervisor.

2. Left to work within established guidelines subject to scrutiny by supervisor.

3. Plan own work to ensure the meeting of defined objectives.
4.0 Supervision Given (excluded those who are indirectly supervised i.e. through others)

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<thead>
<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO. OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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<tbody>
<tr>
<td>Professional Support staff as allocated. TBC.</td>
<td>TBC</td>
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*Use 1, 2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

In some specific service areas, some working outside normal office hours may be required
Person Specification

Post: Professional Support Team Leader  Grade: GR4
Division: Cityserve  Section: Cityserve
Directorate: People

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td>Education/Qualifications</td>
<td>To possess, or be willing to work towards, a relevant administrative qualification.</td>
<td>AF/I</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<tr>
<td>Experience (Relevant work and other experience)</td>
<td>1. Experience of line management of staff with proven skills in allocating and monitoring work and in ongoing staff development.</td>
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<td>2. Experience of leading and implementing change and driving improvements in working practices.</td>
<td>AF/T/I</td>
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<td>3. Experience of maximising the use of resources and delivering value for money.</td>
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<td>4. Administrative experience e.g. data entry, typing of letters and emails, actioning relaying accurate telephone messages.</td>
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<td>5. Experience of setting up and maintaining records, systems and office equipment</td>
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<td>6. Experience of working in a diverse and service-focused team environment and the ability to multi-skill to cover other roles within the team.</td>
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<td>7. Knowledge of relevant legislation and their implications for the Directorate (e.g. FOI, Data Protection Act, Health and Safety)</td>
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<td>Skills &amp; Ability  e.g. written communication skills, dealing with the public etc.</td>
<td>1. Able to use initiative to take forward matters on behalf of Management in their absence.</td>
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<td>2. The ability to line manage a team of professional support staff in a performance-oriented manner and through a period of change</td>
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<td>3. Ability to communicate and engage effectively at all levels within the business, both orally and in writing, where maintaining confidentiality and trust is paramount.</td>
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<td>4. Attention to detail with an ability to analyse, review and manipulate management information summaries and create reports</td>
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<td>5. Ability to work on own initiative with a pro-active approach to all tasks to ensure business objectives are met.</td>
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<td>Training</td>
<td>1. Willingness to undertake ongoing continuous professional development (CPD)</td>
<td>AF/I</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.