



Role Profile

Job Title: Depot Support Team Leader	Grade/ Level:	Post Number: H100011
---	---------------	----------------------

Directorate: Communities and Place	Job Family: Depot Operations	Date Prepared: September 2016
---	-------------------------------------	--------------------------------------

Role reports to (Job Title): **Depot Site Manager**

*Please attach an organisation chart showing where this job reports within the structure.

Job Purpose:

- Responsible for the maintenance of a high standard of service to all Customers/Clients in relation to ensuring access and egress to Waterside Depot of residents, businesses and staff with particular regard to undertaking relevant traffic safety measures.

Key Accountabilities:

1. The Depot Support Team Leader is responsible for co-ordinating the safe access, circulation and egress of visitors to the Household Waste Recycling Centre, within Waterside Depot and staff to the remainder of the Depot.
2. Monitor and control public (residents and businesses) and staff access to the premises, checking identity cards where required.
3. Provide advice and guidance to site visitors on traffic movement
4. Deal with staff and members of the public in a professional manner compatible with Council policy on customer care, handling difficult situations with tact and diplomacy.
5. Assist with checks on public and staff circulation and operating areas and report deficiencies to the appropriate officers.
6. Coordinate patrols and static duties.
7. Deploy as member of the Emergency Response Team to ensure that traffic, whilst on site and leaving is under controlled conditions.
8. Support the Depot Site Manager with emergency and evacuation procedures.
9. Provide assistance to the routine Depot Operations function as required.
10. Undertake other duties that can be accommodated within the grading level of the post.

Supplementary Accountabilities:

In accordance with the provisions of the Health & Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

<p><u>Job Scope:</u></p> <p>Number and type of jobs managed: 2 Depot Support officers</p> <p>Typical tasks supervised/allocated to others:</p> <ul style="list-style-type: none"> • Area cleaning • Traffic Control duties • Routine patrol duties 	<p>Budget:</p> <p>Assets:</p>
--	-------------------------------

<p><u>Knowledge and Experience:</u></p> <p>Minimum:</p> <ul style="list-style-type: none"> • Previous supervisory experience • GCSE Grade C or above or equivalent in English Language or proven ability to read and understand working instructions and accurately complete documentation • Driving Licence • Managing difficult situations with members of the public • Be able to write reports and complete log sheets and incident forms <p>Preferred:</p> <ul style="list-style-type: none"> • Previous Security or Stewarding/Marshalling experience • First Aid at Work qualification • Previous customer related (face to face) experience <p>Working Environment:</p> <ul style="list-style-type: none"> • Internal and External works • Working in unpleasant conditions <p>Potential Risks:</p> <ul style="list-style-type: none"> • Potential exists for aggression and risk for injury
--

<p><u>Decision Making:</u></p> <ul style="list-style-type: none"> • Is empowered to make daily decisions and issue instructions within a structured process • Is able to reach conclusions based upon pre-set criteria

<p><u>Contacts and Relationships:</u></p> <ul style="list-style-type: none"> • Verbal contact with members of staff, public, visitors etc.
--

<p><u>Values and Behaviours</u></p> <p>We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:</p>
--

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date:

Line Manager's Signature:

Print Name:

Date: