



## Role Profile

<b>Job Title:</b> Skilled Fencer/Workshop Team Leader	<b>Role Profile Number:</b> SBC_12134
<b>CFL:</b> Level 6	<b>Date Prepared:</b> May 2024
<b>Directorate/Group:</b> Adults Health & Housing – Enterprise Works	<b>Reporting to:</b> Enterprise Works Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

- Operational Team Leader of a Timber Workshop team that develop and manufacture bespoke timber products supporting profitable year on year sales growth
- Solely responsible for all individual team members Personal Development Plans, Absence Management, on the job training, mandatory training, performance related management and day to day HR related issues
- To mentor and promote Apprentice working to enable more adults to gain future external work
- To survey, install, repair and maintain to the highest standard all fencing works covering both SBC and EW remits.
- Ensure the timber workshop achieves and maintains operational excellence in relation to all Health and Safety, Risk Management and SBC Policy guidelines and ensure any concerns or issues are dealt with in a timely manner
- Create, install and deliver pre-fabrication methodology and a production line manufacture operation with a one team approach
- Demonstrate and lead by example a professional service at all times by the team to both our internal and external customers
- Take ownership and accountability that production line timescales and schedules are consistently met
- Be the point of contact delivering timber projects within the supported learning programme and ensure we demonstrate SBC values within this

### Key Accountabilities

- Lead and manage a robust workforce in order for the team to carry out their duties
- To be responsible for installing, repairing, renewing and maintaining all types of fencing works
- Survey and measure installations and repairs from start to finish engaging with customers, completing

- relevant paperwork and permit to dig online surveying using Maps/Digdat/LSBud and BT platforms
- Manage the distribution of works within the team ensuring the relevant materials are available
- Be solely responsible for managing all day to day operational processes within the workshop, driving work efficiencies, optimising performance and service and recommending areas for on-going improvement.
- Take ownership for completing all team members absence management, HR related issues, work related queries and identifying training development needs of all individuals working within the timber workshop, including future apprentice roles
- Demonstrate safe working practices to include Risk Assessments, manual handling, HAV's, Noise Assessments and ensure relevant PPE is in place at all times
- Respond to priority requests from customers
- Lead on the creation, prototyping and subsequent manufacture of new products
- Set in place production line manufacturing
- Respond to any emergency situations, recording all accidents and incidents according to procedure and assist with the evacuation procedure
- Report directly into the Enterprise Works Management team and compile a MI Performance suite for all stakeholders
- To maintain the highest level in customer care & in line with service standards.
- To mentor apprentice and work experience positions and support their progression into future employment.

### **Supplementary Accountabilities**

- Ensure an accurate inventory of materials is maintained at all times
- Take full ownership for all asset management within the workshop, along with ensuring excellent housekeeping skills are demonstrated on a daily basis
- Ensure timely maintenance and/or quarantine of machinery on site, in line with requirements
- Undertake any other duties that can be accommodated within the grading level of post
- Key-holder responsible for the opening/closing of the unit

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Proven Experience as a Team Leader or Supervisor role
- Comprehensive knowledge of and the ability to manufacture a full range of timber products, along with new concept projects
- Demonstrable previous experience of surveying and installing of fencing projects
- Ability and willingness to train, support and mentor individuals

- Experience of day to day customer interactions
- Strong knowledge and experience of delivering a safe working environment for staff at all times adhering to strict Health and Safety guidelines
- Be fully competent in accurate unit measuring for linear conversion.
- Able to assess problems, interpret complex information with various types of fencing & decide the appropriate measures to correct faults without delays. This requires analytical & judgemental skills.
- Must display a positive attitude to work and lead with a one-team approach
- Must be flexible and adapt to changing work situations

**Qualifications**

- A full clean driving licence
- Timber Fencing Surveying equivalent or demonstrable experience
- Timber Fencing Installation equivalent or demonstrable experience
- City & Guilds, NVQ level 3 qualification or similar
- Sound working experience in fencing installations and maintenance

**Decision Making**

- Assess, Understand and Action - able to make stand alone decisions that have direct positive impact for Operations
- Ability to prioritise and adapt where required for customer demand

**Creativity and Innovation**

- Adaptable to changes within a fast paced production line environment
- Ability to manage work load pressures and demand
- A retail and customer driven vision that puts the customer at the forefront
- Reacting and ability to manufacture to trends and brand awareness

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Daily supervision and leadership of workshop team and manufacturing of products</li> <li>• Ongoing training and development for individuals</li> <li>• PDP's, RTW's and HR related matters</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Manufacturing, production line operations</li> <li>• Workshop efficiencies and cleanliness</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No but instrumental in material cost management and margins</p> <p>Laptop Mobile Phone</p>
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<ul style="list-style-type: none"> <li>Interaction with Retail and Customers to determine accurate production</li> </ul>		
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**Contacts and Relationships**

Continuously strive to build positive working relationships with all Enterprise Works employees and demonstrate a professional approach with both internal and external customers, ensuring the brand and reputation of Enterprise Works Timber and Fencing Workshop is prioritized at all times.

**Other Key Features of the role**

Working in a workshop environment that has LEV system in place. Daily PPE includes ear defenders and safety goggles in the workplace. The creation of an installation team will see external works and interaction with customers. The apprenticeship mentoring will require 1-1 engagement and mentoring. The supported learning opportunities that Enterprise Works will afford fulfils the directorate ambition for having a home, having a job and ensuring community support.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	