

Job Description and Person Specification

Job Title:	<u>Operations Support Team Leader</u>
Department:	Operations Support
Location:	
Reports to:	Operations Support Manager
Grade:	
Job Purpose:	An inspiring and focused Leader is a necessity as the successful candidate will be working in a team of Dispatch Coordinators in a fast paced ever changing working environment with multiple priorities and targets.
Special Conditions	Your core working hours would be a 40-hour week Monday to Friday with shift patterns within the hours of 8am-8.30pm. Some Saturday/Sunday shifts will be required on a rota basis. Candidates will be asked to have a flexible approach to working overtime.

Typical Duties

- Ensure all planned jobs are checked and efficiently dispatched by your team to maximise the amount of assets fitted on a daily, weekly, monthly basis
- Ensure effective jeopardy management by your team to satisfy industry SLAs and maximise completion rates
- Work closely with the Capacity Manager and the Planning Team Leader to achieve performance targets, minimise GSOS and maximise completion
- Work closely with Field Operations to drive continual improvement
- Highlight and act on skill and behavioural gaps with quality feedback and coaching interactions to strengthen individual and team performance
- Conduct monthly performance reviews to drive continual improvement in the dispatch and jeopardy teams
- Build and maintain strong relationships with Field Operations Managers and other key stakeholders
- Ensure all people metrics are managed including efficiencies, behaviours and values
- Seek to continually improve the way in which we work
- Strive to deliver the future of smart energy in line with our company vision and values

All Line Managers

Take ownership of and champion the company vision, values and management system requirements in your area of responsibility, ensuring arrangements are clearly identified, provided, monitored and improved.

Ensure all Safety, Health and Environmental legislation and company management system requirements are complied with in your area of responsibility, including but not limited to the following:

- All personnel are suitably trained and competent to carry out works.
- Work places under your control are organised and maintained in a safe condition.
- Risk assessments and safe systems of work are carried out and complied with to control risks to an acceptable level.
- All equipment and materials provided are suitable for the proposed use and maintained in a safe condition.
- Adequate monitoring arrangements and competent supervision is provided.
- All required communications are delivered clearly and understood in your area of responsibility.

Skills	Desirable	Essential
You will have strong leadership experience and the ability to motivate a continually developing team		✓
The successful candidate will be able to effectively communicate with the dispatch and jeopardy teams, whilst also clearly and concisely reporting to Operation Support Managers		✓
You will have a natural ability to problem solve and will be able to react and resolve back office issues in an ever-changing landscape		✓
You will be able to work well under pressure whilst constantly considering opportunity for improvement and development		✓

Competencies		Desirable	Essential	N/A
Managing Change	<ul style="list-style-type: none"> Initiative Flexibility 		✓ ✓	
Planning & Organising	<ul style="list-style-type: none"> Analytical Thinking Decision Making Planning Quality Focus 	✓	✓ ✓ ✓	
Interpersonal Skills	<ul style="list-style-type: none"> Communication Skills Sensitivity 		✓ ✓	
Results Orientation	<ul style="list-style-type: none"> Achievement Business Awareness 	✓	✓	
Leadership	<ul style="list-style-type: none"> Motivating Others Developing People Resilience 		✓ ✓ ✓	

Education and Professional Qualifications	Desirable	Essential
Five GCSEs grades A*-C or equivalent	✓	

Experience	Desirable	Essential
Experience in planning and/or dispatch	✓	
Team leadership		✓

Version History

Date	Version	Author	Approver	Comment
01/08/2018	1	Aimee McLaren	Paul Bailey	First draft
26/09/2018	1.1	Amanda Parsons	Paul Bailey	Inclusion of guidance information