# ROLE DESCRIPTION

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|---|---|
| **Job Title** | Team Leader (Hubs) |
| **Salary Band** | SCP 33 - 36 |
| **Reporting to** | Customer Operations Manager (Hubs) |
| **Directorate** | Place |
| **Service Area and sub area** | Network Performance |
| **Political Restriction** | No |

## 1. Primary Purpose of the Post

To lead and operate within a large flexible multi-functional and multi-site operation (Bus Station, Travel Centres) to support the provision of high-quality customer facilities and services, 365 days a year.

## 2. Your responsibilities

**Satisfied Customers**

Putting the customer at the heart of everything you do (both internal and external) through business delivery and review;

Providing excellent customer services either by telephone, electronically or face to face.

Ensuring all front-line resources across the operation are focused on achieving Corporate and Customer Service/Business Standards.

Assist in the delivery and review of internal and external Customer Feedback processes and systems.

Effective working relationships and partnership approach.

Supporting and delivering required event management activity.

Compliance to customer service standards.

**Activities delivered on time, on budget and to set standards**

Managing operational activities efficiently and cost effectively in all service areas of the operation to ensure best use of resources.

Proactive delivery of Risk Management arrangements.

Delivering all tasks to required standard and deadlines set.

Effective prioritisations of activities and time management.

Challenge status quo.

Support development and implementation of technology enhancements in all activities.

**A high performing Team**

Having a 'can do' culture and display of appropriate behaviours.

Delivering a 'can do' culture through team working, staff development and staff involvement.

Engage and build strong teams to enhance the potential for individual empowerment, accessibility and responsibility.

Ensuring a high profile presence in our locations across the operation and high standards of delivery by all staff.

Support delivery of effective recruitment and selection processes in line with corporate policy.

Support delivery of proactive and effective absence management in line with corporate policy.

Consistent and effective application of performance management techniques at team and individual level.

Providing focus on required outcomes to be delivered and always providing feedback on performance on a regular basis.

Leading by example to motivate and inspire best practice ensuring a high profile presence in all service areas.

Managing and supporting staff through change processes.

Continuous development of team and individual capability to reflect the changing environment.

Assisting in the development and delivery of robust and effective service improvement and review plans and projects with and through your teams.

**Resources are used efficiently and effectively to deliver objectives**

Optimising productivity and flexibility of all operational staffing provision, including work schedules and assigning duties, to enhance service delivery, staff capability and best use of resources.

Managing operational resources to meet known customer and business needs.

Proactively reducing operational waste and duplication as a matter of course.

Ensuring all resources within your control are managed in accordance with governance guidelines and are regularly reviewed.

Delivering activities to standards and deadlines, ensuring clear, concise and targeted communication.

Authorised absence management in accordance with operational policies and procedures.

**Safe services and workplace**

Understanding and meeting all health, safety and wellbeing duties and responsibilities, and having full knowledge of relevant legislation.

Ensuring full adherence to Merseytravel's Safety Management System by all users of the service within all operational areas.

Ensuring all staff are properly briefed and trained in all aspects of Health, Safety & Wellbeing, fire safety management and the delivery of emergency evacuation and business continuity procedural arrangements.

Effective and consistent approach to incident and accident management in accordance with corporate and department procedures.

Assisting in the development a Health and Safety culture in all operation areas to achieve continual improvement through identification and management of all types of risks.

Assist in the development, delivery and review of procedural arrangements and risk management assessments.

**Continuous improvement of services**

Assisting Senior Management in the continuous review of your service area and the way in which it is delivered.

Support development of good working practice and apply good practice activities across the operation.

Assist in the implementation and delivery of modern technology processes and systems across all services, encouraging all staff to advance their ICT capability.

Managing the delivery of the quality standard, review and inspection programme, ensuring full compliance.

**Services and workplace are open and accessible to all members of the community**

Having a thorough understanding of equality legislation and how it affects your service area.

Promoting equality and diversity across your operation.

Ensuring all staff are properly briefed, trained and assessed in all aspects of Equality & Diversity legislation.

Ensuring all front line resources are focused on meeting the diverse needs of the community and standards are regularly assessed.

Assist in the implementation of equality impact assessments for all operating procedures, policies and practices.

**Success through commercial awareness and innovation**
Demonstrating an understanding of Merseytravel's business and overarching strategy to guide operational performance management.

Managing and developing performance and assist in the identification of opportunities for business growth.

**Providing a sustainable business**
Operational level support in the delivery of Corporate Strategy & Policy activities.

Support delivery of modern Human Resource programmes and practices.

Compliance to all external accreditation and legislation requirement.

Environmental management.

Continuous review of services to enhance performance and reduce or minimise waste of resource.

Provide appropriate and structured business continuity and a flexible management support across all operational hours.

## 3. General corporate responsibilities

- Understanding and meeting all health, safety and wellbeing duties and responsibilities, and having full knowledge of relevant legislation.
- Compliance to all external accreditation and legislation requirement.
- Effective and consistent approach to incident and accident management in accordance with corporate and department procedures.

LIVERPOOL CITY REGION COMBINED AUTHORITY

METRO MAYOR LIVERPOOL CITY REGION

# PERSON SPECIFICATION

**Job Title**: Hubs Team Leader

| Criteria | | |
|---|---|---|
| **Qualifications and Training** | **E = Essential D = Desirable** | **Identified By** |
| Hold or be working towards a level 2 Management Professional Qualification (ILM Level 2 Management or equivalent). | **D** | **A** |
| Health and Safety Management | **E** | **A, T, I** |
| Current Driving License | **D** | **A** |

| **Experience and knowledge** | **E = Essential D = Desirable** | **Identified By** |
|---|---|---|
| Experience of managing within a large customer focussed, multi-functional and multi-site operation. | **E** | **A, T, I** |
| Strong customer focus, putting customers at the heart of everything we do. | **E** | **A, T, I** |
| Competent & proficient in all current IT systems and applications including Microsoft Office Suite. | **E** | **A, I** |
| Experience and understanding of Health & Safety. | **E** | **A, T, I** |
| Commitment to learning and self-development. | **E** | **A, I** |
| Experience of managing cash handling and/or ticket sales. | **E** | **A, I** |
| Experience of managing a diverse workforce, that delivers to a diverse community. | **E** | **A, T, I** |
| Experience of working to corporate governance/ compliance policies/procedures. | **E** | **A, T, I** |
| Competent & proficient in all current IT systems and applications including Microsoft Office Suite. | **E** | **A, I** |
| Resource management experience. | **E** | **A, T, I** |
| Demonstrates transformational leadership. | **E** | **A, I** |

| Skills and abilities | E = Essential<br>D = Desirable | Identified By |
|---|---|---|
| Excellent standard of numeracy and literacy. | **E** | **A, T, I** |
| Excellent communication and interpersonal skills. | **E** | **A, I** |
| Excellent standard of personal presentation. | **E** | **A, I** |
| Environmental awareness. | **E** | **A, I** |
| Able to work on own and as a team. | **E** | **A, I** |
| Ability to plan, prioritise and make decisions, and manage conflict. | **E** | **A, T, I** |
| Ability to identify and manage risk. | **E** | **A, T, I** |
| Ability to liaise effectively with internal departments, partners and stakeholders. | **E** | **A, I** |
| Ability to motivate a team of staff in a challenging environment. | **E** | **A, T, I** |

| Personal Attributes | E = Essential<br>D = Desirable | Identified By |
|---|---|---|
| Organisational skills with the ability to work to deadlines within competing priorities. | **E** | **A, I** |
| Flexible approach to work schedule and environment to maintain service delivery. | **E** | **A, I** |

| Core Behavioural Competencies | E = Essential<br>D = Desirable | Identified By |
|---|---|---|
| Commitment to Merseytravel's vision, values and behaviours. | **E** | **A, I** |
| Willing to embrace change. | **E** | **A, I** |
| Ability to lead by example. | **E** | **A, I** |

**Key to Assessment Methods:**

| | | | |
|---|---|---|---|
| KO – Knockout question | A - Application | P – Presentation | T - Test |
| FQ – Filter Question | I – Interview | E – Exercise | AC – Assessment |