


| Job Description 5  |   |   | <br>Nottinghamshire<br>County Council |
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| Title<br>Team Leader Distribution  | Department:<br>County Enterprise Foods Meals At Home<br>Adult Social Care, Health & Public Protection | Post Ref  |  |
| Job Purpose<br>To supervise a staff team in the provision of the community Meals At Home Service.  |   |   |  |
| Key Responsibilities   |   | Key Accountabilities  |  |
| <ol style="list-style-type: none"><li>1. To plan and co-ordinate the deployment of a team of staff involved in the distribution of meals from the distribution facility, ensuring that meals are provided for all rounds and resources are available to ensure effective service delivery within the community.</li><li>2. To provide day to day supervision of the 'pick and pack'/driving team, creating an environment where the participation of all staff members are encouraged to enable them to contribute to the work of the team and work to their personal best. Deliver &amp; monitor the effectiveness of agreed training in an on the job setting.</li><li>3. Monitor and record staff information and assist with personnel tasks as required. Ensure systems are in place and are adhered to for the keeping of accurate records for audit purposes, performance review systems and other processes.</li><li>4. Maintain effective communication with management, suppliers, customers, as required ensuring the maintenance of stock and resources and upkeep of appropriate record.</li><li>5. To arrange as necessary day to day maintenance of vehicles, plant and. equipment. Maintaining records, directing and prioritising appropriately, in line with production, delivery and/or operational requirements.</li><li>6. Ensure the security of plant, vehicles, equipment and premise.</li><li>7. Monitoring and inspection of records such as driving licences ensure vehicles are operated in accordance with the law and the Notes of Guidance (NCC Vehicle Operation) at all times. Monitoring and inspection of the cleanliness and hygiene standards of all vehicles in use.</li></ol> |   | <ol style="list-style-type: none"><li>1. To ensure deliveries are made in line with agreed processes at all times.</li><li>2. To deploy staff and resources efficiently, effectively and flexibly.</li><li>3. Accountable for the accuracy of work undertaken and information provided.</li><li>4. Accountable for the delivery of induction training and any other specified training as instructed.</li><li>5. To carry out Health and Safety tasks and functions associated with Meals at Home service delivery, service users,staff and premises.</li><li>6. Effective supervision of staff within a team.</li><li>7. Effective management of operations within Departmental Policies, Legislation and practice guidelines.</li></ol> |  |

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| <ul style="list-style-type: none"> <li>8. Monitor Safe &amp; Well checks referring details of any customer problems or changes to the appropriate staff, responding to and dealing with any emergency incidents. This may involve providing support to drivers while out on a route.</li> <li>9. Conduct and document risk assessments as necessary. This will include taking action to reduce the risk to an acceptable level.</li> <li>10. To operate as a named person for a weekend on call rota as required by the service and respond to emergency call out situations as per NCC agreed policy.</li> <li>11. Provide assistance to other Senior workers who are responsible for related parts of the service.</li> <li>12. Reacts to issues (e.g. Staff absence) to ensure that resources are appropriately allocated across all activities to meet the needs of the service.</li> <li>13. To monitor and maintain IT systems required to operate the service. This will include the application of Masternaut.</li> <li>14. To carry out all duties and responsibilities with a can do attitude.</li> </ul> |  |
| <b>The post holder will perform any duty or task that is appropriate for the role described</b>   |  |

| <b>Person Specification</b>   |   |
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| <p><b><i>Education and Knowledge</i></b></p> <ul style="list-style-type: none"> <li>1. Clean driving licence</li> <li>2. Knowledge of Basic Food Hygiene, Health &amp; Safety policies and procedures.</li> <li>3. Able to demonstrate continuous personal development</li> <li>4. IT knowledge sufficient for the role.</li> <li>5. NVQ 2 Team Leading or working towards</li> </ul> | <p><b><i>Personal skills and general competencies</i></b></p> <ul style="list-style-type: none"> <li>15. To deploy staff and resources efficiently, effectively and flexibly within the specified area of meals delivery services.</li> <li>16. Understands and puts into practice the Council's commitment to excellent customer care and the ability to set an example for other staff.</li> <li>17. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</li> <li>18. Builds positive relationships, works well with colleagues but also is able to work on their own initiative.</li> <li>19. Actively supports colleagues to achieve targets and</li> </ul> |
| <b><i>Experience</i></b>  |   |

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| <ul style="list-style-type: none"> <li>6. Experience in the provision of food related services.</li> <li>7. Experience in customer care including the need for confidentiality</li> <li>8. Experience in a care environment.</li> <li>9. Driving experience in a work related context with a minimum of two years driving experience</li> <li>10. Minimum two years experience within the service area.</li> </ul>  | <ul style="list-style-type: none"> <li>objectives.</li> <li>20. Sensitive to and understanding of the needs of customers and the confidential work of the Department.</li> <li>21. Flexible and adaptable to meet service need.</li> <li>22. Good Literacy &amp; numeracy skills</li> <li>23. Observational skills.</li> <li>24. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards.</li> <li>25. High level of punctuality and attendance.</li> </ul> |
| <p><b><i>Role Dimensions</i></b></p> <ul style="list-style-type: none"> <li>26. Ensures meals delivery within the community, this can involve operating as a lone worker.</li> <li>27. Supervises a team of 5 - 12 frontline staff.</li> <li>28. To undertake a lead role within the service as required by the Manager/Supervisor and undertake appropriate delegated responsibilities to ensure effective service delivery.</li> <li>29. To prioritise and organise workload.</li> </ul> <p style="text-align: right;"><i>Please attach a structure chart</i></p> |   |

27.04.15