



## Job Description

**Job Title: Team Leader – Central Operations**

**Reports to: Head of Housing Support**

**Direct Reports: Front-Line Support Staff**

**Location: Central Operations**

**Hours: 35 per week + on-call**

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### **Job Purpose**

As Team Leader you will be responsible for the operational management of Goleudy contracts in Central Operations, including the line management of staff and local point of contact with commissioners.

### **Contracts**

**Swansea Tenancy Support** helps people to keep and sustain their home utilising Goleudy's model of support. Locality areas include Central and North Swansea.

**Western Bay Houses** (Swansea and Neath Port Talbot) provide step-down supported housing and move in support.

**Routes** is a community-based information and advice service that aims to prevent homelessness in Port Talbot and Neath.

### **Job summary**

As the Team Leader, you will be responsible for the operational leadership of three support services. You will work as part of a coherent team of Operations Managers and Team Leaders across the business, ensuring that our services are run with consistency, continuity, and service excellence.

You will organise and manage your team and service delivery, ensuring our contractual and legal requirements are delivered in full. You will be responsible for managing commissioner relationships and safeguarding the good reputation of the business.

You will oversee all aspects of contract and regulatory compliance, health and safety pertaining to the role portfolio, placing clients and staff well-being at the heart of the service.

You will have budgetary responsibilities for the services that you oversee. You will also be responsible for managing the projects' data and information management requirements.

### **Project Management Duties**

1. Be responsible for all aspects of service delivery and project management within your portfolio projects.
2. Assisting Senior Staff in strategic development through delivery of project plans, data sets, and strategic reports.
3. Managing rota and/or operational priorities in line with organisational processes, policies, and procedures.
4. Taking ownership of all service reporting requirements, both internally and externally.
5. Overseeing the practices in each service to develop them as Psychologically Informed Services (PIE).
6. Establishing and maintaining collaborative working relationships both within the organisation and with the organisation's stakeholders and partners.
7. Liaising with the Finance Team to ensure probity and good financial stewardship of the services.
8. Ensuring that the project's data management, and information requirements are fulfilled whilst meeting with any GDPR obligations.
9. Participating in Goleudy's on-call rota including evening and weekends.
10. Taking responsibility for own personal development, seeking out opportunities to learn new skills.
11. Attending training courses and complete training modules as required to meet requirements of the post.

### **Staff Management Duties**

1. Leading from the front to role model Goleudy's values and cultural aspirations.
2. Encouraging and motivating staff to commit to Goleudy's values and ethos.
3. Encouraging and motivating staff to go the extra mile,
4. Providing clear, coherent leadership to the teams, helping staff to understand their roles, responsibilities and work priorities.
5. Ensuring that staff receive structured supervision and appraisals.
6. Where required, dealing with complex staff matters appropriately.

## **H&S Management Duties**

1. Leading on all matters relating to health & safety for projects under your control, advising, coaching, and supporting staff, ensuring a pragmatic approach is taken, with due regard to risk.
2. Promoting a health and safety culture across the projects you manage.
3. Contributing to organisational Health and Safety compliance and development, alongside other members of the operational leadership team including policy, training, reporting systems and liaison with authorities and insurers.
4. Ensuring premises are legally compliant with all health and safety legislation.
5. To be the project's lead on the health and safety management system and to ensure that the system is utilised to its full potential.
6. Managing emergency procedures (such as fire alarm drills) and organise emergency teams such as fire wardens and first aiders.
7. Monitoring health and safety risks and hazards in the workplace.
8. Undertaking safety inspections in the workplace.
9. Identifying health and safety related training needs, and in liaison with HR Director, agreeing a training plan to meet these needs.
10. Offering general health and safety advice to employees and conducting health and safety induction for all staff based at the projects.
11. Diligently recording any incidents accidents or near misses on our health and safety management system.
12. Ensuring health and safety guidelines, fire regulations, organisational policy and procedures are strictly adhered to.

## **Other Duties**

1. Working collaboratively with Operations Managers and Team Leaders, sharing knowledge and expertise to provide leadership and influence the strategic direction of the organisation whilst maintaining the ethos and values of the Charity.
2. Ensuring that all service contract requirements are met in full and reported to commissioners as required.
3. Ensuring that all service legal obligations are met in full, including All Wales Safeguarding procedures.
4. Ensuring that all regulatory compliance requirements are met in full.
5. Adhering to the organisation's no smoking policy for staff at all its premises.
6. Contributing to formulating and maintaining the policy framework and designing, writing, communicating and implementing procedures.
7. Contributing to initiatives that support Goleudy's LEAN working practices

8. Keeping up to date with all current policies and changes that may affect the organisation and wider sector.
9. Undertaking training as required, whether identified by self or others in the organisation.
10. Deputising for Operations Managers at a range of forums and meetings as appropriate.

In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties that may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

Due to the nature of the role, it should be noted that this job description is indicative and may be subject to change depending on circumstances and operational and strategic requirements.

## Person Specification

<b>1</b>	<b>Skills</b>	<b>E / D</b>
1.1	Strong leadership and management skills with the ability to lead from the front	E
1.2	Ability to manage multiple service priorities across a dispersed geographical area	E
1.3	Possess interpersonal skills, including empathy and emotional intelligence and an openness to work with clients from all backgrounds	E
1.4	Ability to lead continuous improvement initiatives and audit the work of others	E
1.5	Advanced planning, prioritising and organisational skills and able to take personal responsibility to deliver agreed outcomes	E
1.6	Demonstrates resilience and shows courage whilst maintaining high performance even when under pressure	E
1.7	Ability to contribute to developing high quality, robust policies and procedures, using knowledge of good practice and law	E
1.8	Demonstrable financial management, analytical and problem solving skills	E
1.9	Demonstrates a quality driven approach to tasks, with attention to detail/accuracy/high performance standards	E
1.10	Excellent report writing and presentation skills	E
1.11	Highly developed ability to multi-task high level tasks and projects	E
1.12	Ability to collaborate effectively both across the business and with external stakeholders	E
1.13	Strong IT skills	E
1.14	Ability to communicate in Welsh	D
<b>2</b>	<b>Knowledge and Qualifications</b>	
2.1	Awareness of organisational vision and initiatives as set out in the Goleudy business plan	E
2.2	Sound working knowledge of health & safety, GDPR and employment law	E
2.3	Applicable regulatory frameworks, policy, procedures and codes of practice including RISCA, Care Inspectorate Wales, Social Care Wales, Public Health Wales	D
2.6	Understanding of client support, person centred and trauma informed approaches.	E
2.7	Understanding of legislation and statutory guidance with regards to housing, supported accommodation and support funding	E
2.8	Understanding of All Wales Safeguarding Principles	E
2.9	Car Owner in possession of full driving licence and Business level insurance.	E

<b>3</b>	<b>Behaviours</b>	
3.1	Possession of a strong work ethic and personal resilience	E
3.2	Commitment to uphold the Goleudy way of doing things to support our culture	E
3.3	Demonstrating behaviours that are entirely consistent with the organisation's values	E
3.4	Being a positive role model for all our colleagues	E
3.5	Willingness to take ownership and responsibility – never walking past a problem	E
3.6	A good team player, ready to offer support and respond to ad hoc requests for help from colleagues	E
3.7	Professional and confident approach when dealing with a wide range of people and stakeholders.	E