



Job Description and Person Specification

Job details

Job title: Team Leader
Pay Band: 6, £37,035 - £39,513
Reports to: Public Health Practitioner
Directorate and Service area: Public Health

Purpose of the job

Responsible for managing all operational aspects of the Stop Smoking Service (SSS).

To lead and motivate the Stop Smoking Service personnel in real time, ensuring that targets for service delivery are achieved.

To ensure all performance standards for the service, including statutory and legislative requirements are fulfilled.

Principal responsibilities

1. Accountable for operational management of the SSS so that desired outcomes are achieved on time. Doing this by making agile decisions in terms of current performance and resourcing and acting as an escalation point for the team. Arranging and Chairing regular operational meetings for the SSS to review performance, make changes and take into account forecast issues. Support with wider stakeholder meetings for the SSS and the work across the system.
2. Proactively delivering performance that enhances the reputation and perceived value of the SSS including developing, driving and role modelling the NNC's vision, values and culture.
3. Responsible for the direct line management of Stop Smoking Specialists and Senior Administrator to inspire excellent coaching and mentoring skills and to support the expansion of the Stop Smoking Service, including implementation of specific projects.
4. Ensure performance standards are monitored on a live basis and reporting carried out ahead of service meetings and meeting KPIs.
5. Deputise for the senior Public Health Practitioner or Public Health Officer if required, including attending senior meetings. Championing the SSS when liaising with other professionals and organisations to share best practice.
6. Contribute to high calibre recruitment into Stop Smoking Specialist and Advisor posts, driving and role modelling the NNC vision, value and culture. To drive continuous

improvement in service delivery for the SSS, through encouraging client-facing staff to share their ideas for improving the service delivered to the client.

7. Reviewing, developing and upgrading processes and tools to enhance service delivery in line with national guidance.
8. Delivering service within service standards meeting KPI's.
9. To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Degree or equivalent experience – health promotion or related discipline	<p>Team Leader qualification – e.g. NVQ Level 3 Supervisory Management.</p> <p>Achieved, or working towards an NVQ 3 in Customer Service.</p> <p>Project management</p>
Experience and Knowledge	<p>Previous experience of managing staff within a client-facing and/or health promotion environment.</p> <p>Previous work experience of managing a team and associated responsibilities, e.g. conducting PADP reviews and 1:1's.</p> <p>Experience of working as an effective team leader responsible for making sure that team's quality of service and Key Performance Indicators (KPI's) are met.</p> <p>Computer literacy with experience of using Microsoft Office products</p> <p>Experience of monitoring and reviewing team performance, identifying strengths, development areas and identifying appropriate actions.</p> <p>Experience of managing conflicting deadlines</p>	<p>A working knowledge of the services provided by the Council</p> <p>Experience of managing a team within a Council / Local Government</p> <p>Forward planning of finance and simple finance tasks</p>

Attributes	Essential criteria	Desirable criteria
Ability and Skills	<p>Previous work experience that evidences the ability to articulate well using both written and verbal communication with SSS, wider NCC colleagues, stakeholders and customers.</p> <p>Experience of reviewing process, identifying improvements and driving through change in line with national guidance and standards.</p> <p>Previous work experience that demonstrates the use of coaching as a core performance management tool.</p> <p>Previous work experience that demonstrates an ability to support and coach team members on dealing with sensitive client issues.</p> <p>Previous work experience that evidences the ability to build networks to develop awareness and changing customer requirements to contribute to a culture of continuous improvement.</p> <p>Previous work experience that evidences ability to articulate well using both written and verbal communication with clients, team members and other internal and external health and community stakeholders.</p> <p>Previous work experience that evidences ability to empathise with clients and team members and use questioning skills to identify root cause of issues / problems and coach others on developing these skills.</p> <p>Previous work experience that evidences ability to prioritise individual and team workloads to meet business as usual activity and ad-hoc project work.</p>	Foreign language skills

Attributes	Essential criteria	Desirable criteria
	<p>Self-motivated and able to provide leadership and direction</p> <p>Previous work experience that evidences ability to assimilate information in a variety of different formats (telephone, email, written)</p> <p>Motivated by helping people and working with clients to improve their health and wellbeing.</p> <p>An ability to understand and work within Council process, however, recognise opportunities for improvement.</p> <p>A willingness to receive and deliver coaching, training and development to a range of internal and external audiences.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Availability to work across North Northamptonshire with access to drive a car.	