

Job Profile

Logistics - Team Leader

Grade: 7

Date created: May 2022

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About the Job

To provide effective leadership and management to the driver's team to ensure that a comprehensive delivery and collection process is implemented and maintained. Having responsibility for monitoring and improving standards of performance and quality to the service area to ensure that health equipment is provided within agreed timeframes.

This is what we need you to do...

- Provide overall leadership and management to the driver's team by the recruitment, mentoring and management (including performance management) of the staff reporting to the post, in accordance with the County Councils policy & procedures.
- Oversee the planning and allocation of work to the team, ensuring that business needs and SLA's are met effectively.
- Delegate tasks, as appropriate, to ensure that a high-quality service is delivered.
- Take full responsibility for the day-to-day operations in your department and ensure that workloads are completed within the requisite time periods.
- Developing the skills of the team and reviewing performance in conjunction with the service area
- Ensuring effective and accessible communication for the service area with staff, employees, service users, customers, partner agencies and others as appropriate
- Ensuring effective internal and external working relationships are established and maintained with organisations and agencies relevant to the work of the service area
- Understand the wider business objectives and, in line with this, strive for continuous improvements to the service and maintain a high level of business excellence
- Respond to customers complaints and enquiries in an efficient manner, minimising adverse situations
- Work with other departments across the organisation to ensure maximum efficiency and effectiveness of the business operation
- Undertake any duties commensurate with the post as required by Senior Management

Special Conditions

- The position will be subject to an enhanced DBS disclosure.
- To be a keyholder responsible for site security and the locking and unlocking of premises.
- You may be required to support other staff within GELS, such as Administration, Customer Services and Logistics.
- Must be prepared to work in any Gloucestershire location if required.
- A full UK driving license is required

Monitoring and on-going development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

Principal Contacts

- Members of the public in receipt of our services
- Colleagues, other departments/service areas.
- Relevant partner organisations such as health
- Senior Management

The ideal candidate will have...

Experience:

- Experience of line management, delegation, supervision and performance assessment
- Experience of undertaking complex administrative tasks, progress chasing and working to tight deadlines
- Experience in working under pressure and dealing positively with stressful situations.
- Experience of working in a complex statutory organisation

Knowledge, Skills and Understanding

- High level of IT literacy in Microsoft Office with proficiency in Word, Excel, Outlook and Windows Internet Browser.
- Customer focused business planning and delivery.
- Excellent organisational skills
- Technical knowledge to understand the requirements for transport systems, equipment and infrastructure.
- Good numeracy skills.
- Ability to solve problems, think on your feet and make decisions quickly to keep the operation running
- Motivational skills that give the team purpose and understanding of the role they play in achieving strategic outcomes.
- Ability to monitor and report on KPIs.

Behavioural attributes

- Demonstrates Gloucestershire Leader/Employee Behaviours.
- Excellent communication skills both verbal and written
- Consideration of the needs of various members of the community, including people with disabilities, older people and their families.
- Flexible and adaptable approach to meet the ever-changing demands of the business
- Ability to manage own workload and work on own initiative, dealing with conflicting priorities and able to meet demands of working in a busy office environment through commitment to working to deadlines
- Motivation to learn new skills and work in a supported employment environment
- Strong customer focus with a commitment to ensuring the provision of high quality services, both internally and externally
- Excellent interpersonal skills and ability to work as part of a team and set high standards by example
- Good attention to detail

Education & Qualifications

- Educated to GCSE level (or equivalent) in Mathematics and English to Grade C or above / Grade 9 - 4
- A recognised business or management qualification, or equivalent business management experience and training
- Good IT skills including Microsoft office packages

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link:

<http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579>