



Regional Team Leader

NBC Environment

Reporting to: Operations Manager

The Team Leader is an individual who has demonstrated a high level of skill whose purpose is to pass that knowledge onto their team and Pro-actively manage the businesses operations at a branch level creating a positive environment for their colleagues so that they are motivated to deliver the highest standards in service and bird welfare.

NBC Values
<p>Entrepreneurial, everyone should feel connected to NBC's success and feel they can influence the organisations performance.</p>
<p>Expert. Recognise our talents and those around us and seek learning to be even better.</p>
<p>Passionate Care about what you do, enjoy yourself and don't be afraid to show it.</p>
<p>Innovative, Seek and communicate ways in which we can all be even better.</p>
<p>Respect for colleagues, clients and the environment.</p>
<p>Ethical, act with integrity and honour.</p>

Required Attitude

- **Professional**, desire to exceed customer expectations.
- **Personable**, social with strong values.
- **Team Player**, with can do attitude.
- **Hard Working** to meet targets and be the best for yourself and your team.
- **Applied interest** in the countryside/natural environment and/or ecology.

Our Commitment to You

NBC Environment will invest in every employee to ensure that you become the best you can be to deliver expert service and desire that your experience with the company deliver;

- Opportunity
- Recognition
- Reward
- Enjoyment

This investment will include a commitment to an agreed number of non-fee earning days assigned to the Team Leader (depending upon Grade) for training, development and team building purposes.

Staff welfare is a high priority. Monthly audits are carried out with all Team Leaders where the Regional Manager will not only assess the performance of the Team Leader but they will also be asked to give their own feedback providing all with a monthly opportunity to document and communicate with management any items that are effecting their performance or wellbeing. These monthly reports are effectively monthly appraisals and give the company an understanding of an individual's performance against their grade and where that individuals performance exceeds expectations enable the company to consider their promotion enabling staff to have some control on their career path within NBC.

Communication is a challenge for a remote work force which NBC recognise and take steps to address ensuring the whole mobile team for each region meet each month. You will responsible for organising these meetings with your team to share experiences and work together to make the region as good as it can be so that no remote worker is left feeling separate from the company and they can develop friendships. Our people are encouraged to communicate any issues that may be effecting them be it in their private or professional lives and NBC have many channels to assist this such as the "Employee assist program" through Peninsula the "we are listening surveys" and staff welfare committee.

Commendations:

We intend to create an environment where everybody supports each other recognising those who go further to support their colleagues, clients and the business. Directors, Management, Team Leaders and Staff are encouraged to report their own and others exceptional performance or commitment through an online form and a table will be published within the monthly reports to show each regions commitment. These commendations will not only result in a prize for the top performing region but will also be considered in applications for promotion.

Objectives:

- Utilise the resources available to develop yourself to be an expert in wildlife management so that you may earn the respect of your colleagues and be able to pass that knowledge through to them by leading by example.
- To earn the respect of your colleagues and create a strong team ethic amongst them so that they will support each other and not let each other down.
- Inspire, provide drive and leadership to create a culture where the people in your team are prepared to challenge themselves and strive to deliver a level of service that will be envied by our competitors.
- Get to know all your customers.
- Be aware of those issues that may challenge your ability to deliver these objectives and work with management to create strategies to prevent them from happening...Stuff happens, never assume it will be OK....look for it!
- Ensure works are completed safely with zero H & S or environmental incidents
- Deliver works according to the brief supplied by the contract manager.

Strategy

- Work with the training and help create a strategy for your own development and strive to improve your skills.
- Request the service desk schedule time for you to spend with your colleagues so that you may pass your knowledge onto them and help shape how they deliver our service.
- Complete regular service, staff and Customer audits and work with the service desk to ensure these tasks are scheduled into diaries
- Complete monthly team meetings, identify actions that are important to your colleagues and gain credibility by ensuring those are completed by the next meeting. Demonstrate that it's a two-way street. Also use these meetings as an opportunity to deliver messages that will help you achieve your objectives.
- Identify team building opportunities either events, training or simple through recognising colleagues' achievements through email dispatches, Facebook and commendations.
- Take interest in the work your colleagues are doing and discuss how things could be 'even better'. Encourage them to try new things and push themselves to be 'even better'.
- Engage with customers especially when you are doing an audit.....let them know you are auditing the service and ask for feedback.
- Occasionally call customers and ask how things are, remember that waitress/waiter who asks you how your meal is. It's almost expected and is standard customer service.
- Be proactive in your management of the area and always assume the worst and then plan to avoid those stressful challenges that way you will be in control and you will earn the respect of your colleagues and customers alike. Don't be a problem solver be a problem identifier.
- Make sure your people understand the importance of working not just safely but within the law, ensure all know the appropriate procedures and all return home to their families safely.

Responsibilities

You are responsible for local operations in your area and communicating with management our performance. You are not responsible for scheduling diaries this is the task of the service desk who has overall authority on the placement of our people however you will be expected to liaise with them and influence them. You are responsible for.

- Local staff welfare and Health and Safety
- Team Culture and Motivation.
- Local Quality and expertise
- To escalate challenges in your objectives to management
- To ensure we do not start jobs that are either unsafe, illegal, or not profitable
- Effective and successful implementation of works.

Duties

Your primary role is to lead your team by example to ensure that the quality of service in your area and the performance of your colleagues reflects your own and you will work with the service desk to ensure the most efficient process to deliver that.

You will be required to have daily contact with every member of your team to discuss performance that day and check that the following days schedule is still appropriate and you will then pass this information directly to your member of the service desk to ensure objectives are achieved.

- Daily pest, bird and wildlife management operations leading by example.
- Deliver KPI's as specified within the performance tables
- Work with the service desk to ensure rpm figures are achieved whilst allowing for training, team building and other tasks such as audits and meetings.
- Effective Service delivered safely by skilled team that represents Quality and Value
- Carry out monthly audits of service and staff.
- Carry out monthly team meetings.
- Promote culture of quality and safety through training and leadership.
- Monitor and react to performance notices received from audits, self-assessments, and effective service reports so that the data demonstrates improvements.
- Complete planning documents which will detail the elements required to effectively plan a project. Provide training, detailing method and expectations.
Ensure this document is completed 7 days in advance of works starting.
- Ops managers will review all planning documents above £10k prior to commencement,
- Team Leaders will schedule all operational movements within their area on a weekly basis, all movements will be planned via a scheduling call completed midweek every week (Wednesday) this day will be treated as an admin day ensuring;

(1) PO's have been raised for materials, PPE and subcontractors.

(2) Bright HR is maintained, ensuring lieu/Holidays are either approved or denied,
Sickness is being correctly logged and back to work interviews are being completed.

(3) Overtime approval must be attained for **ALL** contract/job works (Ooh's)

Work Requirements:

You are a Team Leader and whilst you will be allocated to a branch and given an area you may if the business requires be asked to work out side this area which may for short period's mean time away from home. This is neither frequent nor normal but may be required during certain periods.

5 days per week variable days and hours. Monday to Friday, 8am to 5pm generally however some weekend or out of hours work may be required. 1 day per week (working from home) to complete administration duties.

20 days + public holidays. 10 days to be taken between 1st November and 28th February.

Remuneration:

RPM profit bonus – Team leaders who achieve an YTD average of 90% or more will be entitled to a bonus based on the month RPM accrued.

Toil debit and credit.

Team Leaders are in control of their career progression at NBC and will have their performance reviewed every six months so that they may present their case for promotion. When considering promotion Directors will take the following into consideration.

1. Value of employed works overseen.
2. Breadth and level of operational skills and a track record in passing knowledge to team.
3. Your performance scores. Which includes, rate of renewals, complaints and staff, service and customer audits.
4. Number of approved commendations for team.

Pay structure and targets for NBC Team Leaders

	Pay structure and targets for NBC Team Leaders							
NBC Team Leader	Personal Revenue Target	Equivalent RPM With exceptions	Training/Team Days provided	Value of works overseen	Value of Leads Converted	Performance Score of team	Basic	OTE
Grade A	£72 600	£400	12	817,200	18,000	100%	£ 32,640	£ 36 720
Grade B	£72 600	£400	12	544,800	18,000	95%	£ 30 600	£ 34 680
Grade C	£72 600	£400	12	272,000	18,000	90%	£ 28 560	£ 32 640
	Revenue Targets allows for Holiday and training and team days invested The RPM is the revenue divided by the working days available in a year Training/Team days has a half day a month allowance for monthly regional meetings The Value of works is calculated by multiplying the average revenue of an operative (£90800) x 3 for a grade C, X6 for Grade B and X9 for Grade A The Performance score is the score calculated as an average of all the operatives in your team.							