

Designation:	Volunteer Team Leader
Grade:	Stroud 4
Responsible to:	Community Engagement Manager
Service Area:	Canal Team
Post Number:	CEX 1065

ESSENTIAL CRITERIA

QUALIFICATIONS

- No specific qualifications required

EXPERIENCE

- Working with people, ideally in a leadership or management role

SKILLS & KNOWLEDGE

- Planning and organisation
- Written and verbal communications
- Health & Safety and Risk Management
- Safeguarding
- Problem solving and creative thinking

PERSONAL ATTRIBUTES

- Committed to providing excellent customer service.
- Ability to work as part of a team and to 'muck in'
- Excellent interpersonal skills
- A high level of personal enthusiasm and motivation
- Willingness to undertake relevant training
- Self-motivated, trustworthy and able to work unsupervised

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Current driving licence
- Demonstrates a flexible 'can do' attitude
- Enjoys working outdoors
- Post requires a check by the Disclosure and Barring Service

DESIRABLE CRITERIA

QUALIFICATIONS

- Project Management
- First Aider

EXPERIENCE

- Charity sector and working with volunteers
- Knowledge of the local area and the Cotswold Canals
- Gardening and construction

SKILLS & KNOWLEDGE

- Practical and safe use of garden machinery
- Construction skills such as brick laying

- An interest in conservation, the environment and heritage

CORE COMPETENCIES

1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. **Customer Focus**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.