

TEAM LEADER - Hemel Hempstead

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Company: Brook Street

Location: Hemel Hempstead

Category: other-general

Position: Team Leader
Department: Process team Leader level 1 plus
Contract: Temporary, 3-4 months with the possibility of extension
Hours: 37.5 hours per week, Monday to Friday, shifts between 8am-5pm
Pay rate: £13.81 per hour FULLY OFFICE BASED
Location: Hemel Hempstead HP2 7AH
Start date: - Subject to clearance
Brook Street in partnership with the HMPO Office and have a fantastic opportunity to join their existing team as a Team Leader in Hemel Hempstead. This is a public-facing, customer service role, Someone who can lead the team with good communication and documentation skills.
Key Responsibilities
Lead small teams - Motivate, and develop the team and encourage communication.
Schedule team work to required timescales and Service levels.
Lead the planning implementation, in order to ensure the availability of required staff members
Ensure that agreed processes/standards/timescales/Quality Requirements are adhered to.
Identify and manage improvements within own area.
Update and maintain data base/systems / documentation.
Comply with regulatory requirements where applicable.
Collect and provide statistical data/reports as required.
Experience Needed
Basic understanding in ERP
Good with Excel, Word and PowerPoint
Must be able to lead a team
Must be good with update and maintain the database - documentation skills and analysing data
Multi-tasking
Good internal and external communications
Must be able to develop the team and encourage good communication.
Empathetic with patience and understanding
Effective communication and report writing
Essentials
Able to lead small teams
Expert understanding of relevant systems / ERP
Highly developed user of Excel, Word, PowerPoint
Good at internal and external communication
Ability to manage a small budget (FTEs, overtime)
Ability to set and achieve

performance target Desirable Skills Previous experience of the JVs Amenities Free on-site parking and canteen. Training On the job training on the process and expected responsibilities Holiday restrictions- Must be advised of booked holiday ASAP To apply for the role you must have a valid Passport, 2 proofs of address, proof of NI, and must have resided in the UK for the last 5 years. Brook Street are proud to support the Armed Forces Covenant and as such, we guarantee to interview all candidates who are veterans or spouses/partners of military personnel, and who meet all the essential criteria for the vacancy. As a Disability Confident Leader, and holder of the Gold Award status from the Defence Employer Recognition Scheme, Brook Street, as a supplier to the Public Sector Resourcing Framework (PSR), will offer you a guaranteed interview with a PSR Sourcer. Should you identify as a candidate with a disability and/or as a veteran or spouse/partner of military personnel and meet all the essential criteria for the role, we encourage you to reach out to us via the Brook Street website. Here you will find a link to register your interest and state the role that you are interested in. We are committed to engaging with you. In cases where we have a high volume of ex-military candidates/military spouses/partners, who meet all of the essential criteria, Brook Street will interview the best candidates from within that group. There is already a SharePoint created with the resources available. We also delivered a Topical Tuesday talk on the process, we can get a recording of that and share it if the teams missed it or we are also happy to hold another one. PSR: Guaranteed Interview Scheme (GIS) (sharepoint.com)

Job Tenure: Contract and Full-Time

Salary: Up to £13.81 per hour

Location: Hemel Hempstead, Hertfordshire

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