

JOB TITLE

Job Title:	Pest Team Leader
Department:	Management Services
Reporting to:	Pest Control Manager
Responsible for (staff):	TBC
Location:	Multi Region
General Purpose of Role:	As a working Team Leader, lead and provide hands on support to field based Technicians in delivering pest proofing work streams, assist the Pest Control Manager in managing Arcus FM cost lines, mentor, upskill and coach Technicians to drive continuous improvement.

ACCOUNTABILITIES

- Lead field-based Pest Proofing Technicians in delivering multiple self- delivery works to client locations.
- Customer Focus and Interaction: communicate and consult with RBEM's, Store Managers and client stakeholders on prioritisation of works to reduce the risk of infestations.
- Support the Pest Technical Manager during store visits and ensuring adherence to health and safety legislation of all pest proofing technicians.
- Utilise Aeromark and Time track to deliver efficiencies of workload across Technician Teams.
- Define and agree enhancements to Technician RAMs in conjunction with HSQE Business Partners, within the new scope of works, ensure compliance to new process.
- Ensure compliance with all health and safety requirements and adhere to best working practices at all times, undertake spot checks of field based Technicians on a Periodic basis.
- Identify opportunities for Self- Delivery: with utilisation of Technician Teams as opposed to Fabric Building Contractors.
- Work with Technical Training Manager and Technician Trainers to deliver training/updates for new process/equipment and ways of working.
- Understand relevant HR processes including, Cascade notification of absence, holidays and training needs, talent identification.
- Performance management of Field Based Technicians in accordance with Arcus Values and Company policy.
- Build a wider business awareness: deputise for the Pest Technical Manager (where applicable) at ad hoc Meetings: Pest Escalation meetings and for Holiday cover.

- Time Track and Budgets: sign off Technician working hours and overtime, assist in managing the Arcus budget lines across the 7 cost lines (Expenses/Phone/Materials/Tools/Overtime/Uniform/Fuel).
- Drive continuous improvement in attaining commercial and budgetary targets.
- Compliance with Health & Safety regulations, ensuring timely delivery of TBT's and HSQE updates via Technician HSQE Champions.
- Ensure compliance with process indicated in Health and Safety policies and measure Technician understanding of latest policies and updates.
- Investigate and report in detail any accidents and near misses, engage with HSQE Business Partner on any outcomes and follow up.
- To actively support colleagues and be willing to learn
- To attend training courses as and when necessary to develop your technical knowledge and skills
- Assist the delivery of excellent customer service resulting in asset uptime, first time fix, quality workmanship with minimal recalls.

KNOWLEDGE AND SKILLS

- Minimum of 12 months in an Arcus FM Technician role
- Meeting performance criteria: Scored as 'Performing' in the last 3 Reviews
- Experience of working within a customer facing, time pressured environment
- Experience of acting as an Apprentice Mentor/HSQE Technician Champion or Mobilisation Technician
- Experience of managing a multi skilled, field based team to deliver strong productivity and safe output.
- Strong communication skills with an ability to deliver information to a varied audience
- Clean Drivers Licence
- Committed to delivering exceptional customer service
- Actively contributes to the team's targets either individually or by supporting others
- To represent the company in a professional and competent manner at all times and develop a good working relationship with RBEM's, the Pest Technical Manager, Pest Control Manager, Arcus colleagues and Sainsbury's store teams
- To ensure effective cascade of appropriate Arcus communications, delivering critical corporate and operational updates within your immediate Team, and where required, to the wider Zone Team.
- Be flexible in their approach to working patterns with a strong willingness to learn and self-development.

- No performance or disciplinary issues activated within the past 12 months.

OTHER FACTORS

- The position is suited to a self-motivated, forward thinking and strong team player, enthusiastic, and committed to delivering the best for our Field Teams and the client.
- Proactive – seeks out opportunities for continual learning and self-development
- Trustworthy
- Team worker
- Diligent and detail conscious
- Committed to delivering exceptional customer service
- Reliable
- Motivated
- Logical in your approach
- Organised
- The post holder must be able to work flexibly, as determined by business requirement

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others