



Role Profile

Team Leader – Triage & Resolution
Inclusive Economy & Sustainability



SWINDON
BOROUGH COUNCIL

Role Profile: Team Leader – Triage & Resolution	Role Profile Number: SBC_12503
Directorate/Group: Inclusive Economy & Sustainability	Reporting to: Service Manager or Service Lead
Grade: CFL 9	Date Prepared: November 2025

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Job Purpose

The Team Manager for the Triage and Resolution Team will lead a digital-first service that ensures customers receive timely and effective interventions for repairs, prioritising based on job severity and customer vulnerabilities. This role will oversee digital triage processes, including remote surveys, to streamline diagnosis and resolution.

By driving proactive triage and efficient coordination, the postholder will reduce overall demand and cost to the business while simultaneously improving the customer experience. Acting as the key link between operational schedulers, the contact centre, and the resolution team, they will champion a “first-time fix” approach, ensuring customer queries are resolved promptly and effectively.

The successful candidate will demonstrate expertise in digital service delivery, customer experience, and operational coordination. They will champion continuous improvement, data-driven decision-making, and collaborative working to enhance efficiency and customer satisfaction.

Key Accountabilities

- Oversee remote digital surveys and diagnostic processes to streamline repair identification and reduce unnecessary site visits.
- Act as the primary link between operational delivery; schedulers, contact centre, and resolution teams, driving a “first-time fix” approach to improve customer satisfaction.
- Develop and implement team strategies to reduce overall demand and cost to the business, while enhancing the customer experience and service offer.
- Manage team performance and resources, including staffing levels, rotas, leave, and sickness, to maintain service continuity.
- Conduct staff inductions, training, development reviews (PDPs), and performance appraisals, ensuring capability and growth within the team.
- Lead on recruitment, disciplinary, grievance, and capability procedures in line with organisational policies.
- Promote a culture of accountability, professionalism, and continuous improvement, embedding digital-first principles.

- Monitor and evaluate service performance using KPIs, SLAs, and customer feedback, implementing corrective actions where necessary.
- Respond to service requests, complaints, and enquiries from customers and stakeholders, ensuring timely and effective resolution.
- Collaborate with operational teams and contractors to ensure repairs are scheduled and completed efficiently.
- Support the development and implementation of digital systems and data reporting tools to improve operational insight and decision-making.
- Identify and implement service improvements, including innovation trials and transformation initiatives to enhance efficiency and customer satisfaction.
- Contribute to service planning, budget forecasting, and resource allocation, ensuring cost-effective delivery.
- Ensure compliance with health and safety legislation, corporate priorities, and statutory requirements in all triage and resolution activities and meet statutory obligations.

Supplementary Accountabilities

- Attend meetings with stakeholders including residents, elected members, and service users.
- Supervise and induct new staff, agency workers, and placements.
- Promote and embed equality, diversity, and inclusion in all areas of work.
- Participate in continuous professional development and ensure team training needs are met.
- Ensure compliance with Council health and safety policies and statutory duties.
- Respond to priority service requests and emergencies, including working unsociable hours when required.
- Produce reports, presentations, and documentation as required.
- Lead and support locality-based working and flexible resource deployment.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Proven experience in managing operational or customer service teams within a housing, repairs, or maintenance environment.
- Experience in implementing and delivery of digital service solutions and process improvements.
- Track record of reducing operational demand and costs through effective triage and resolution strategies is desirable.
- Proven ability to manage resources and service delivery across diverse workstreams.
- Ability to lead change, motivate teams, and drive performance improvement.
- Skilled in using digital systems for scheduling, reporting, and performance monitoring.

- Analytical and problem-solving skills with the ability to interpret data and make evidence-based decisions.
- Proficiency in digital tools and platforms for triage, remote surveys, and workflow management.

Qualifications

- Educated to GCSE Level A–C or equivalent.
- Management qualification or equivalent experience desirable.
- Health & Safety certification (e.g. SMSTS) preferred.
- HHSRS qualification is desirable

Decision Making

- Determine appropriate remedial actions for service failures, health and safety risks, and infrastructure defects, ensuring timely resolution and minimal disruption.
- Prioritise and escalate decisions where there is a risk to life, serious injury, environmental harm, or breach of statutory duty, ensuring urgent intervention and mitigation.
- Make decisions on resource allocation, including staff deployment, equipment use, and scheduling, to meet service priorities and respond to emergencies.
- Authorise variations to planned works and service delivery models, ensuring flexibility and responsiveness to changing operational needs.
- Support decision-making on service improvements, innovation trials, and transformation initiatives, ensuring alignment with strategic goals and customer expectations.
- Contribute to budgetary decisions, including forecasting, cost control, and identifying efficiencies within operational delivery.
- Make informed decisions on health and safety compliance, including risk mitigation, enforcement of safe working practices, and escalation of serious incidents.

Creativity and Innovation

- Drive service improvement by identifying operational trends and recommending changes to practices, standards, or policies.
- Promote innovative use of materials, methods, and digital tools to modernise service delivery and improve efficiency.
- Support the implementation of technical solutions that enhance compliance, asset performance, and customer outcomes.
- Contribute to strategic development initiatives, ensuring innovations align with organisational

<u>Job Scope</u> Number and types of jobs managed. Management and oversight of a high quantity of customer interaction tasks/works packages. Line management of supervisors Staff 6-10FTE Typical tasks supervised/allocated to others. Jobs/Tasks Scheduling Technical Triage/Surveys	Budget Holder: Asset Responsibility:	NO Various operational assets and equipment including high value plant and materials
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Contacts and Relationships

- Develop and maintain effective working relationships with contractors, suppliers, and partner organisations to ensure service standards are met and contractual obligations are fulfilled.
- Monitor contractor performance, resolve issues, and initiate corrective actions where necessary to protect service quality and value for money.
- Collaborate with internal teams and external stakeholders to ensure clear communication of expectations, health and safety requirements, and operational priorities.
- Support procurement and contract management processes, including contributing to specifications, evaluations, and performance reviews.
- Represent the service in meetings with Councillors, residents, and external bodies, providing professional advice and updates on operational matters.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other key requirements of the role

The post holder will:

- be required to operate within any relevant delegations as detailed in the council's scheme of delegation of the council's constitution.
- be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the council with residents, the Leader and Cabinet and all elected Members and external bodies.
- Team player capable of influencing and working within cross-functional teams at all levels.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.

This is a not a politically restricted post under the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990.

