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| Crew Lead **Job Description and Personal Specification** | |
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| **Job title:** | Crew Lead |
| **Place of work:** | Links Event Solutions |
| **Hours of work:** | 37 |
| **Salary/Grade:** | £22,000 |
| **Reports to:** | Business Manager |
| **Level of screening:** | DBS + Right to Work in UK |
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| Who we are | |

Links Events Solutions is a provider of event hire equipment. We cater to local authorities and private clients across the UK. Our profitability assists in helping local communities gain access to services provided both from Catch 22 and Community Links.

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

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| About the Role |
| The Crew Lead position is pivotal to the successful delivery of events across our services.  Crew Leads are responsible for driving and maintaining the fleet as well as supervising, leading and motivating the crew team. | |
| Main Duties & Accountabilities |

* Responsible for driving vehicles to and from different event sites and supervising crew members.
* Takes ownership of tasks and leads crew team in successful delivery of events.
* Supervises and supports on-site team, loading and unloading process at our main depot.
* Responsible for on-site communication with the customer and ensures SLAs met for on-site setup targets.
* Responsible for fleet maintenance and reporting of vehicle status as required.
* Assists with Operational support when requested.
* To ensure that all event attendees and stakeholders are safe and adhere to H&S regulations.
* Assist with stock takes, servicing of items and other operational tasks at our main depot as required by the warehouse supervisor
* Ensure a safe working environment for the on-site teams
* To promote and embed Catch22’s and LES’s vision and values in local service delivery.

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| Job Title: Person Specification | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | Full UK Clean Driving Licence | Five GCSEs or equivalent at Grade C or above  Relevant professional qualification |  |
| **KNOWLEDGE** |  | First Aid Qualifications  Safeguarding Qualification |  |
| **EXPERIENCE** | 2 – 3 years of similar role experience  Experience of supervising a team  Proven excellent customer facing interactions |  |  |
| **SKILLS & ABILITIES** | De-escalating face-to-face complaints  Excellent time management  Strong English verbal and written communication |  |  |
| **OTHER** | Share Catch22 values  Awareness of and commitment to Equality & Diversity  Willing to travel and work flexibly  Desire to develop and undertake training as required |  |  |