

## Job Description and Person Specification

### Streetpride Supervisor

Job Details	
<b>Grade</b>	6
<b>Service</b>	Environmental Services Streetpride
<b>Location</b>	City Wide
<b>Job Evaluation Code</b>	C6605D

Coventry City Council Values
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:
<b>Open and fair:</b> We are open, fair and transparent.
<b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.
<b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.
<b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.
<b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.
<b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.

Job Purpose
To support the area manager in working with the community and Council partners to maintain and improve Coventry's streets, neighbourhoods, parks and open spaces, and to promote civic pride and community responsibility.

## Main Duties & Key Accountabilities

### Core Knowledge

1. Supervise the delivery of an integrated cleansing and grounds service within a specified area of the city to deploy and service crews, resolve any operational issues to ensure work schedules are completed and priorities are met daily.
2. Supervise, motivate, train, and develop crew members to meet service objectives and maximise performance set objectives for teams and individuals, monitor and manage performance providing guidance and support as required.
3. Ensure that service standards, and service level agreements are met by undertaking daily inspections, assessing achievement and performance against standards identifying where improvements can be made and implementing improvement plans.
4. Ensure the effective deployment and use of vehicles plant and equipment along with security and good housekeeping of equipment and stores.
5. Ensure the safety and well-being of all employees in the execution of their duties, by developing safe methods of work, ensuring unnecessary risks are minimised and compliance by crews
6. Assist in the resolution of customer complaints and service enquiries in a professional and responsive manner in liaison with Coventry Direct.
7. Develop links with all stakeholders to ensure that service specifications and standards are fully understood, and customer requirements are met.
8. Assist in the application of HR policies and procedures e.g., recruitment, regular staff performance reviews, induction, promoting health at work, grievance, and disciplinary issues.
9. Attend stakeholder meetings as appropriate to ensure a mutually beneficial development of communication and delivery of service objectives. Participate in the provision of timely and accurate management information relating to the designated
10. Implement the Equalities action plan, developing appropriate positive action to redress inequality in the areas of employment and service delivery service area.
11. Ensure team members are fully informed about service objectives and priorities and their role in relation to service improvements
12. Assist in the management managing appropriate budgets, monitoring, and ensuring that financial targets are met, and financial systems are within the requirements of audit and city councils standing orders

13. Ensure compliance with legislative quality assurance system and audit requirements  
 Represent the Area Manager as appropriate

14. Any other duties and responsibilities within the range of the salary grade.

### Key Relationships

#### External:

- Residents
- Private, Public
- Voluntary Organisations
- Other local Authorities

#### Internal:

- Workforce
- Colleagues
- Senior Management & Supervisors
- Councillors

### Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

#### Smoke Free

The City Council is Smoke-Free. Smoking is not permitted on any of our premises or the surrounding land including car parks.

#### Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

### Responsible for

**Staff managed by postholder: Operational staff**

<b>Person Specification</b>	
<b>Requirements</b>	
Knowledge	High level of horticultural understanding and understanding of street cleansing operations
Knowledge	Principles of effective supervision including formal HR practices
Knowledge	Understanding of the principles of customer service /care.
Skills And Ability	Ability to motivate, train and develop team members. Demonstrate Effective interpersonal, verbal, and written communication skills.
Skills And Ability	Negotiating and influencing skills, the Ability to plan, organise, prioritise and delegate appropriately
Skills And Ability	Ability to problem solve and formulate contingency arrangements. Able to manage delegated financial budgets and targets
Skills And Ability	ICT literate.
Experience	Supervising teams of people, including planning, and organising work activities Dealing with customers Would have worked in a similar service environment
Qualification	Formal supervisory training or equivalent qualifications Category B manual driving licence as a minimum
Special Requirements	<ul style="list-style-type: none"> <li>• Willingness to undertake appropriate training and develop skills and knowledge as required.</li> <li>• Category B manual driving licence as a minimum.</li> <li>• Able to work flexibly across any shift when required.</li> </ul>

<b>Declaration</b>			
Reviewed/Created By:	Tim Fox		
Job Title:		Date:	12/02/2025