

Job Title:	Supervising Team Leader	Job Number:	
Directorate:	City Services and Development	Post Number:	
Division:	Street pride and Fleet Management	Grade:	6
Location:	Whitley Depot or any other appropriate location within the city		

Job Purpose:

- a) Contribute to the achievement of the Council's objectives by ensuring the delivery of a high quality, customer focused and responsive service.
- b) Under the direction of the designated Operational Manager, the post holder will supervise the co-ordination and delivery of high-quality service.

Main Duties and Responsibilities:

1. Effectively supervise teams of front-line employees in the delivery of high-quality services within agreed timescales and budget. Lead the operational team setting objectives, monitoring performance, and providing guidance and support as required.
2. Ensure that the delivery of services is carried out in accordance with service specifications and customer requirements.
3. Deploy resources effectively to ensure priorities are met and all work completed daily.
4. Manage appropriate spend, monitoring and ensuring that financial targets are met, and financial systems are within the requirements of audit and the City Council's standing orders.

5. Ensure that the work of the operational team is effectively carried out and that appropriate monitoring takes place to ensure that all services are delivered to a high standard and that Health and Safety policies and procedures are being followed. (Crew Checks)
6. Promote and reinforce a strong customer focused, responsive, flexible, "can do" culture throughout the service.
7. Responsible for ensuring performance development reviews are undertaken for all front-line operational employees.
8. Implement the City Councils Promoting Health and Work Policy ensuring return to work interviews and any follow up actions are undertaken for all front-line operational staff.
9. To conduct and implement first line disciplinary procedures including capability issues and disciplinary casework.
10. Recruit, induct, train, motivate and develop individuals and teams to achieve high levels of performance.
11. Support team members to enable them to be fully equipped with the skills and technologies needed to maximise performance and deliver high quality services.
12. Participate in the provision of timely and accurate management information relating to the operational service area.
13. Develop links with all stakeholders to ensure that the service is delivered to the highest standard.
14. Maintain ICT systems and administration procedures concerned with operational matters, financial planning, and control.
15. Ensure the security and good housekeeping of all sites, equipment, and stores under the post holder's control. Ensure the safety and wellbeing of all employees in the execution of their duties in accordance with City Council and departmental safety policies.
16. Ensure all legislative requirements associated with service are complied with appropriate enforcement action taken as deemed necessary and administrative procedures always maintained.
17. Be responsible for ensuring holiday requests are received and actioned appropriately for your direct reports.
18. Assist the Operational Manager in the identification and implementation of "Best Practice" both internally and nationally to ensure continuous improvement and innovation in service delivery.
19. Ensure compliance with QA systems and audit requirements.
20. Implement the Equalities action plan, developing appropriate positive action to redress inequality in the areas of employment and service delivery.
21. Contribute to the continued improvement of the service through active involvement in service planning and evaluation.
22. Deputise for the Operational Manager, as required.

23. Submit daily report on crew's progress, missed bins etc.
24. Input into weekly/Monthly Rota's.
25. Be available to work 1 in 7 Saturdays, to cover the service as required.
26. To ensure that daily vehicle checks are carried out and the appropriate actions taken and deal with any urgent plant or vehicle issues to ensure safety of the crews and public.
27. To obtain or be working towards HGV class 2 license within 12 months of agreed date.
28. To drive both LGV and 7.5 tonne collection vehicles as required.
29. Hold or agree to obtain a Health and Safety certificate (IOSHH).
30. Capable of working on own initiative.
31. Keep self-up to date with industry and legislation changes.
32. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions.
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required.
- Not to interfere with intentionally or recklessly or misuse anything provided in the interests of health, safety, and welfare.
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Managers and supervisors:

- To identify hazards, initiate risk assessments, record the significant findings and implement any necessary control measures.
- To check and document that the working environment is safe; equipment, products and materials are used safely; that health and safety procedures are effective and complied with and that any necessary remedial action is taken.
- To inform, instruct, train, supervise and communicate with employees and provide them with equipment, materials, and clothing as is necessary to enable them to work safely; to complete the health and safety induction checklist for all new employees at the commencement of their employment.
- To report all accidents, incidents and near miss events, undertake an investigation into the cause and take appropriate remedial action to prevent recurrence.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected.
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately.

Managers and supervisors:

- To inform, instruct, train, supervise and communicate with employees and provide them copies of appropriate guidance such that all employees are aware of what may constitute abuse or neglect of children or vulnerable adults, are aware of their duty to report such concerns and comply with this duty.
- To report all concerns about potential abuse or neglect of children or vulnerable adults that are brought to their attention to the appropriate officers within the council as described in current policies.

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

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

Responsible for: Front line employees within designated area of responsibility

Responsible to: Waste & Recycling Manager.

Date Reviewed: March 2010
(Currently under review)

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Area	Description
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Knowledge:	In depth knowledge of best practice within the designated service area (waste or passenger transport).
	Principles of effective supervision.
	Understanding of formal HR practices, e.g., recruitment exercises, counselling, disciplinary and grievance matters.
	Understanding of the principles of customer care.

Skills and Abilities:	Effective supervisory skills.
	Effective interpersonal, verbal, and written communication skills.
	Negotiating and influencing skills.
	Able to supervise teams of operatives ensuring the delivery of high-quality services.
	Ability to plan, organize and prioritise.
	Ability to problem solve and formulate contingency arrangements.
	Able to manage delegated financial budgets and targets.
	Ability to provide service-related management information.
	Ability to utilize a wide range of ICT applications. e.g., MS Office packages, IWS.

Experience:	Supervising teams of people, including planning and organising work activities.
	Dealing with customers.
	Working in a similar service environment.

Educational:	Formal supervisory training or equivalent qualifications...
	Service specific qualifications, e.g., Certificate of Technical Competence.

Special Requirements:	- Full Current Driving Licence - Obtain a HGV class 2 license within 12 months.
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Date Reviewed:**Updated:** March 2010