

Job Description and Person Specification



Job Description

Job Title	Supervisor
Grade	6
Service	Streetpride
Reports to	Streetpride Area Manager
Location	Whitley Depot, Full-wood Close or any other appropriate location within the city
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our 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:



About the Service your team will provide

Purpose of the role

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

1. Supervise the delivery of an integrated cleansing and grounds service within a specified area of the City, deploy and supervise 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 action 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.
10. Participate in the provision of timely and accurate management information relating to the designated service area.
11. Implement the Equalities action plan, developing appropriate positive action to redress inequality in the areas of employment and service delivery
12. Ensure team members are fully informed about service objectives and priorities and their role in relation to service improvements
13. 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 the City Council's standing orders.
14. Ensure compliance with legislative quality assurance system and audit requirements
15. Represent the Area Manager as appropriate
16. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Council partners, Community groups, Volunteer groups, Stakeholders	Represent the Area Manager as appropriate, Streetpride Manager, other internal service providers.

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 parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Operational staff

Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • High level of horticultural understanding 	
<ul style="list-style-type: none"> • Principles of effective supervision including formal HR practices 	
<ul style="list-style-type: none"> • Understanding of the principles of customer service /care. 	
Skills and Abilities	
<ul style="list-style-type: none"> • Ability to motivate, train and develop team members 	
<ul style="list-style-type: none"> • Effective interpersonal, verbal, and written communication skills. 	
<ul style="list-style-type: none"> • Negotiating and influencing skills. 	
<ul style="list-style-type: none"> • Ability to plan, organise, prioritise and delegate appropriately 	
<ul style="list-style-type: none"> • Ability to problem solve and formulate contingency arrangements. 	
<ul style="list-style-type: none"> • Able to manage delegated financial budgets and targets 	
<ul style="list-style-type: none"> • ICT literate. 	
Experience	
<ul style="list-style-type: none"> • Supervising teams of people, including planning, and organising work activities 	
<ul style="list-style-type: none"> • Dealing with customers 	
<ul style="list-style-type: none"> • Working in a similar service environment 	
Qualifications	
<ul style="list-style-type: none"> • Formal supervisory training or equivalent qualifications 	
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Special Requirements

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| <ul style="list-style-type: none">• Full Current Driving Licence |
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Date Created	02 February 2021	Date Reviewed	09 October 2023
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