



Coventry City Council

Job Description

Job Title:	Operational Team Leader (City of Culture)	Job Number:	D2918
Service:	Streetpride & Greenspace	Post Number:	1037014
Location:	Citywide	Grade:	5

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

Job Purpose:

1. To support the Streetpride Management Team in maintaining and improving the Streetscene across the City in readiness for City of Culture 2021.
2. To supervise the designated teams in the delivery of the in-depth cleansing and grounds maintenance programme in readiness for City of Culture 2021.

Main Duties and Responsibilities:

1. Supervise the delivery of the identified programme across the City, deploy and supervise crews, resolve any operational issues to ensure work schedules are completed and priorities are met on a daily basis.
2. To set objectives for teams and individuals, monitor and manage performance providing guidance and support as required.
3. Ensure that service standards 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 followed by the crews.
6. Undertake a range of associated grounds maintenance tasks such as grass cutting, hedge and shrub bed maintenance as required.
7. Undertake a range of associated street cleansing tasks such as Pavement Sweeping, Bin Emptying and litter picking as required
8. Assist in the resolution of customer complaints and service enquiries in a professional and responsive manner.
9. Participate in the provision of timely and accurate management information relating to the designated resources.

10. Ensure team members are fully informed about service objectives and priorities and their role in relation to work programme
11. 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 in particular 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 intentionally or recklessly interfere with 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.

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

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 Workforce Diversity and Inclusion Policy.

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

Responsible for:

Cleansing & Grounds Teams x 8 (2 person team (16)
Hot Wash Operative (1)
Safe Systems Team (2)
Specialist Cleansing Operative (1)

Responsible to: Streetpride Programme Manager (City of Culture)

Date Reviewed: 21st February 2020

Updated: July 2021



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Person Specification

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Area	Description
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Knowledge:	Working knowledge of street cleansing and grounds maintenance operations
	Principles of effective supervision
	Understanding of the principles of customer service
	Working knowledge of street cleansing maintenance operations
	Knowledge of Health and safety in the workplace

Skills and Abilities:	Ability to motivate, train and develop team members
	Effective interpersonal, verbal and written communication skills.
	Ability to undertake a range of labouring tasks which involve regular bending, pulling and lifting.
	Ability to plan, organise, prioritise and delegate appropriately
	Ability to problem solve and formulate contingency arrangements.
	Ability to work as part of a team and using own initiative
ICT literate.	

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.
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Special Requirements:	Minimum Category B Manual Driving Licence
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Date Reviewed: 21st February 2020

Updated: July 2021