

Job Description and Person Specification

Job Details	
Job Title Operational Team Leader Streetpride	
Grade	5
Service	Environmental Services Streetpride
Location	City Wide
Job Evaluation Code	D2918D

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

Job Purpose
<p>To support the Streetpride Management Team in maintaining the street scene across the city.</p> <p>To provide operational team leadership cover in the absence of the Operational Team Leaders.</p>

Main Duties & Key Accountabilities
Core Knowledge
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 daily.
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 & chemical 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.

Key Relationships			
External: <ul style="list-style-type: none"> • Residents • Private, Public • Voluntary Organisations • Other local Authorities 		Internal: <ul style="list-style-type: none"> • Workforce • Colleagues • Senior Management & Supervisors • Councillors 	

Standard Information
<p>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.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Smoke Free</p> <p>The City Council is Smoke-Free. Smoking is not permitted on any of our premises or the surrounding land including car parks.</p> <p>Training</p> <p>The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
Staff managed by postholder: Allocated Teams TBC

Person Specification	
Requirements	
Knowledge	Working knowledge of street cleansing and grounds maintenance operations. Principles of effective supervision.
Knowledge	Understanding of the principles of customer service.
Knowledge	Working knowledge of street cleansing maintenance operations. Knowledge of Health and safety in the workplace.
Skills And Ability	Effective interpersonal, verbal and written communication skills.
Skills And Ability	Ability to motivate, train and develop team members.
Skills And Ability	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.
Skills And Ability	ICT literate.
Experience	Supervising teams of people, including planning and organising work activities. Dealing with customers. Working in a similar service environment.
Qualification	A good knowledge of Horticulture and Street Cleansing Operations advantageous
Special Requirements	<ul style="list-style-type: none"> Minimum Category B Manual Driving Licence. Weekend Working.

Declaration			
Reviewed/Created By:	Tim Fox Assistant Area 3 Manager		
Job Title:	Street-pride Operative	Date:	20/02/2025