



Coventry City Council

## Job Description

<b>Job Title:</b>	Monitoring and Response Supervisor	<b>Job Number:</b>	
<b>Services:</b>	Streetscene and Greenspace	<b>Grade:</b>	G6
<b>Location:</b>	City wide		

### 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:

- Contribute to the achievement of the Council's objectives by ensuring the delivery of a high quality, customer focussed and responsive service.
- Under the direction of the Monitoring and Response Manager, the post holder will supervise the co-ordination and delivery of high quality monitoring and response services.

### Main Duties and Responsibilities:

1. Effectively supervise teams of staff in the delivery of high quality services within agreed timescales and budget. Supervise officers in taking low level environmental enforcement. Lead the operational team setting objectives, monitoring performance and providing guidance and support as required.
2. Deploy resources effectively to ensure priorities are met on a daily basis.
3. Take responsibility for resolving customer complaints, service enquiries and corporate complaints in a professional and responsive manner.
4. Supervise, motivate, train and develop operational team members to meet service objectives and maximise performance. Undertake regular staff reviews and ensure training needs are met. Undertake recruitment exercises, induction matters, appraisal matters, capability and disciplinary casework, as required.
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.



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6. Participate in the provision of timely and accurate management information relating to the operational service area, including preparation of reports / information for legal prosecution.
7. Ensure all legislative requirements associated with monitoring and response activities are complied with.
8. Able to generate and follow up opportunities to procure additional business and income for the service.
9. 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.
10. Deputise for the Monitoring and Response Manager where required.
11. Ensure that all activities carried out by the team are in accordance with best practice, including but not limited to those laid down by the SIA qualifications.

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.

<b>Responsible for:</b>	Monitoring and Response Officers	<b>Responsible to:</b>	CCTV & Community Safety Manager
<b>Date Reviewed:</b>		<b>Updated:</b>	



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## Person Specification

<b>Job Title:</b>	Monitoring and Response Supervisor	<b>Job Number:</b>	
<b>Services:</b>	Streetscene and Greenspace	<b>Grade:</b>	6
<b>Location:</b>	City Wide		

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• In depth knowledge of enforcement activities, powers and their successful implementation.</li></ul>
	<ul style="list-style-type: none"><li>• Principles of effective supervision.</li></ul>
	<ul style="list-style-type: none"><li>• Understanding of formal HR practices, e.g. recruitment exercises, counselling, disciplinary and grievance matters.</li></ul>
	<ul style="list-style-type: none"><li>• Understanding of the principles of customer care.</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Effective supervisory skills.</li></ul>
	<ul style="list-style-type: none"><li>• Effective interpersonal, verbal and written communication skills.</li></ul>
	<ul style="list-style-type: none"><li>• Negotiating and influencing skills.</li></ul>
	<ul style="list-style-type: none"><li>• Able to supervise teams of operatives ensuring the delivery of high quality services.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to plan, organise and prioritise.</li></ul>
	<ul style="list-style-type: none"><li>• Able to generate and follow up opportunities to procure additional business and income for the service</li></ul>
	<ul style="list-style-type: none"><li>• Ability to problem solve and formulate contingency arrangements.</li></ul>
	<ul style="list-style-type: none"><li>• Able to manage delegated financial budgets and targets.</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"><li>• Supervising teams of people, including planning and organising work activities.</li></ul>
	<ul style="list-style-type: none"><li>• Dealing with customers through an enforcement framework.</li></ul>
	<ul style="list-style-type: none"><li>• Working in an enforcement and security role.</li></ul>

<b>Educational:</b>	<ul style="list-style-type: none"><li>• Formal supervisory training or equivalent qualifications.</li></ul>
	<ul style="list-style-type: none"><li>• Hold a Security Industry Authority licence</li></ul>

<b>Special Requirements:</b>	<ul style="list-style-type: none"><li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</li></ul>
	<ul style="list-style-type: none"><li>• Possession of a current full driving license</li></ul>
	<ul style="list-style-type: none"><li>• Able to work shift patterns including night working and bank holidays.</li></ul>
	<ul style="list-style-type: none"><li>• Willing to attain a first aid certificate</li></ul>



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	<p>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</p> <p><b><i>N.B For posts subject to Protection of Children and Vulnerable adults please delete as Appropriate</i></b></p>
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<b>Date Reviewed:</b>		<b>Updated:</b>	
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