



Coventry City Council

Job Description

Job Title:	Streetpride Assistant Area Manager	Job Number:	New
Department/Directorate:		Post Number:	
Division/Section/Group/Team	Streetpride & Greenspace	Grade:	Grade 8
Location:	Whitley Depot or other appropriate location within the city (City-wide)		

Job Purpose:

Responsible for the continuous service improvement, development and day to day management of the Streetpride Service.

Support the Streetpride Manager with the delivery of strategic priorities, ensuring the Streetscene reflects the changing needs, growth and development of the City.

Main Duties and Responsibilities:

1. Provide a clear direction for the Street Cleansing and Grounds Maintenance operation in accordance with the City Council's policy aims and objectives and within the scope of the vision for the City.
2. Manage the day-to-day Street Cleansing and Grounds Maintenance operations, establishing and maintaining effective structures and procedures to ensure quality services are delivered, including control of staffing, budget and other resources within service area.
3. Ensure the effective recruitment, management, motivation, training and development of staff to meet service objectives, ensure staff reviews are carried out regularly, training needs are identified and a training plan compiled in accordance with City Council policies and procedures.
4. To develop and support the establishment of sustainable partnerships with internal and external stakeholders, and volunteer groups which furthers the improvement, development, management and use of the Streetscene and Parks and Open Spaces.
5. Manage all facilities and buildings that are the responsibility of the service, including arrangements for day to day maintenance, in liaison with other Council services and outside contractors, as appropriate.
6. As a member of the Streetpride Management Team support in the development of service level agreements and service standards, setting long term service priorities and monitoring area performance. Provide operational and technical delivery advice to the wider management team and other partners.
7. Undertake a pro-active approach to performance management of the service by overseeing performance management systems and undertaking continuous monitoring. Ensure inspection targets and team and individual objectives are set to drive performance and productivity and provide staff with recognition for good performance. Implement action plans as required to support continuous improvement.

8. Continuously improve service delivery by reviewing services, identifying areas for change and implementing improvements. Use management information to inform and identify efficiency savings and identify solutions for service improvements.
 9. Establish and maintain an effective working relationship with Environmental Enforcement and other Streetscene services. Support strategic activities to ensure that services delivered by other streetscene services are co-ordinated and integrated to deliver improvements to the maintenance of the city's infrastructure. Lead and direct activities of multidisciplinary teams, as necessary, to effect improvements to the environment.
 10. Manage customer contact processes including complaint handling and resolution ensuring a responsive service. Promote and reinforce a strong customer focussed, responsive, flexible, "can do" culture throughout the service.
 11. Support the Streetpride Manager in the delivering of designated budgets and other funding streams i.e. Section 106, in compliance with City Council procedures, ensuring financial targets and performance indicators are met.
 12. Ensure the service delivery team is fully equipped with the skills and technologies needed to maximise performance and deliver to the required service standards.
 13. Promote and maintain effective employer/employee relations, ensuring compliance with the City Council's employment policies, procedures and codes of practice including effective absence management.
 14. Ensure effective communication within the service area so that all employees are consulted and informed about business and service objectives and they understand their role in service improvement.
 15. Ensure effective application of city council administrative procedures and standing orders.
 16. Promote and maintain high standards of health and safety at all work locations, ensuring that legislative and council guidelines and controls are complied with. Ensure effective health and safety planning and inspections are undertaken regularly.
 17. Engage and liaise with elected members on service delivery issues, prepare appropriate reports and undertake specific projects, as required.
 18. Ensure the City Council's Equalities Action Plan is reflected in the delivery of services.
 19. Any other duties and responsibilities within the range of the salary grade.
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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.
- 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.
- 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.

The post holders 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 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.

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: Service Supervisors, Operational Team Leaders and Operational Teams

Responsible to: Streetpride Manager

Date Reviewed: 23/09/2021



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Area	Description	Criteria will be measured by:
Knowledge:	<ul style="list-style-type: none"> Understanding of the relevant service delivery activities. Resource management practice and techniques. Budgetary matters. Understanding of the principles of customer care and client focussed service delivery Understanding of Area Based Working Understanding of Performance Culture 	Application form/Interview Application form/Interview Application form/Interview Application form/Interview Application form/Interview
Skills and Abilities:	<ul style="list-style-type: none"> Communication and customer care skills Ability to plan logistics, organise, and prioritise service delivery Financial management and budgetary control People management: motivation and performance Analytical skills and data handling Ability to interpret and implement strategy Negotiation and influencing skills Self motivation and ownership ICT literate. Able to apply innovation and creativity in the design and delivery of services 	Application form/Interview Application form/Interview Application form/Interview Application form/Interview Application form/Interview Application form/Interview Application form/Interview Application form/Interview Application form/Interview Application form/Interview
Experience:	<ul style="list-style-type: none"> Logistical/Operational management Managing change and maintaining effective employee relations. Able to demonstrate a track record of continuous improvement, innovation and review. Managing high quality service delivery in a customer focussed environment. 	Application form/Interview Application form/Interview Application form/Interview Application form/Interview

	<ul style="list-style-type: none">• Financial management	Application form/Interview
Educational:	<ul style="list-style-type: none">• A management qualification relevant to the service area or equivalent experience.	Application form/Interview/Evidence
Special Requirements:	<ul style="list-style-type: none">• Able to work occasionally in the evening and at the weekend.	

Date Reviewed: 23/09/2021