



Coventry City Council

## Job Description

**Vacancy Reference No:**

**Job Title:** Supervisor

**Job Number:** C6605D

**Directorate:** Streetpride & Greenspace

**Post Number:**

**Service:** Streetpride

**Grade:** 6

**Location:** Whitley Depot, Fullwood Close or any other appropriate location within the city

**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:**

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 and Responsibilities:**

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 on a daily basis.
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.
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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.

The postholder must comply with Coventry City Council's health and safety policy and in particular is required: -

- 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.

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.

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 Workforce Diversity and Inclusion Policy.

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

**Responsible for:** Operational staff

**Responsible to:** Area Manager

**Date Reviewed:** 02 February 2021

**Updated:**



Coventry City Council

## Person Specification

<b>Job Title:</b>	Supervisor	<b>Job Number:</b>	C6605D
<b>Directorate:</b>	Streetpride & Greenspace	<b>Post Number:</b>	
<b>Service:</b>	Streetpride	<b>Grade:</b>	6
<b>Location:</b>	Whitley Depot, Fullwood Close or any other appropriate location within the city		

Area	Description
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>High level of horticultural understanding</li> </ul>
	<ul style="list-style-type: none"> <li>Principles of effective supervision including formal HR practices</li> </ul>
	<ul style="list-style-type: none"> <li>Understanding of the principles of customer service /care.</li> </ul>
<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>Ability to motivate, train and develop team members</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>Ability to plan, organise, prioritise and delegate appropriately</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>
	<ul style="list-style-type: none"> <li>ICT literate.</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.</li> </ul>
	<ul style="list-style-type: none"> <li>Working in a similar service environment.</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>Service specific qualifications, e.g. Certificate of Technical Competence.</li> </ul>
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>Full Current Driving Licence</li> </ul>

**Date Reviewed:** 02 February 2021

**Updated:**