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| **Job Description** | |
| **Post title** | Area Supervisor (Clean & Green) |
| **JE Reference No** | N10357 |
| **Grade** | 10 |
| **Service** | Neighbourhood and Climate Change |
| **Service Area** | Environment Services – Clean & Green |
| **Reporting to** | Clean & Green Manager |
| **Location** | Your normal place of work is to be agreed but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is not** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To co-ordinate the delivery and development of high quality, efficient and cost effective clean and green services which are responsive to community need and continue to strengthen the Councils’ reputation through the visible delivery of a clean, safe, attractive and sustainable environment.

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| **Duties and responsibilities** |

* To supervise, develop and co-ordinate all aspects of in-house grounds maintenance and street cleansing activities, cemeteries & burials, contracts & service level agreements with external bodies such as schools and housing associations & countryside maintenance
* In liaison with the Clean & Green Manager supervisors are to take a full and active part in contributing to the development and delivery of Clean & Green Service Improvement Plans, which take into account efficiency savings year on year.
* To assist the Clean and Green Manager in developing a variety of policies and procedures linked to the services using their legislative skills and knowledge on noxious weeds and tree management for example.
* To implement, evaluate and monitor Team Leaders performance standards and oversee the monitoring of front-line staff’s performance ensuring as far as possible that targets are met.
* To assist the Clean & Green Manager to provide timely and accurate budgetary assessments and forecasts for all clean and green area services. This work includes the identification and implementation of efficiencies in service delivery in order to improve value for money for residents.
* Supervisors to authorise & reconciliation orders for materials, transport hire and check/control material stocks
* To carry out Personal Development Reviews, Attendance Management Interviews, accident investigations and ensure that employees adhere to service standards, systems and procedures in meeting service objectives.
* To assist with employee recruitment, training and development, coaching, mentoring and motivation of staff
* Assist the Clean & Green Manager with overall performance information within the service area ensuring as far as possible that targets are met and assist in contributing where appropriate to wider Directorate and Corporate targets
* Have detailed knowledge of Health & Safety legislation to assist with the development and implementation of safe working practices and procedures in order to deliver a
* safe and effective service.
* Introduce modern ways of working through trialling and implementing new products for example ICT products for designing projects, data capture, vehicle tracking, electronic inspections for play areas/health & safety checks/ etc
* To supervise hard landscaping and minor construction projects within the area such as wall, fences, paving, concreting, minor pothole repairs on the highway, bus shelter repair & maintenance, responding to floods, arboriculture work plus any other work associated with Grounds and Cleansing.
* To supervise work within cemeteries and churchyards and ensure work is carried out safely and in accordance with all safe working practices. Type of work includes organising burials, memorial inspections, grass cutting, arbo work, bed maintenance etc
* Supervisors are authorised to issue fixed penalty notices to anyone seen fly tipping, not picking up dog foul or dropping of litter.
* To provide regular assessments, advice and reports to the Clean & Green Managers or Elected Members as required regarding performance and operations within the area
* To assist in the co-ordination and local engagement of wider partnerships including Area Action Partnerships, Friends Groups, Community Groups, Schools and Housing associations and attend meetings as and when required.
* Maintain effective relationships with customers and a wide range of stakeholders in accordance with the principles of customer relationship management and the ideals of customer focussed delivery of services.
* Ensure that responses to public enquiries and complaints are made in an appropriate manner and within the response targets set for that service. Supervisors will deal with escalated public complaints.
* To take every opportunity to promote the good work being undertaken by these services, for example, through the media or directly to Elected Members.
* Assist with supervision and co-ordination of emergency situations including out of hours

service on dangerous trees, flood situations, traffic accidents, vehicle breakdowns etc.

* Involvement with winter maintenance operations which includes participation in the out of hours winter standby rota.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | Educated to NVQ 3 or equivalent in a relevant subject or significant skills and experience demonstrated in the posts service area | * Qualification in Grounds Maintenance or Cleansing. * Qualification in street scene, or management related discipline. * Evidence of Continuing Professional Development. |
| Experience | * Managerial/ Supervisory experience of the front-line service teams covered by this post or similar areas. * A record of improvements to service performance in a streetscene service. * A record of partnership working in the delivery of streetscene related outcomes. * Experience of leading and motivating front line staff, including consultation and negotiation with Trade Unions. * Experience of working with elected Members and responding appropriately to service requests. | * Experience of press and media work in raising the profile and reputation of services. * A record of the identification and implementation of service efficiencies. * Experience of the initiation and/ or implementation of management of change. |
| Skills & Knowledge | * Knowledge and understanding of financial and budgetary control. * knowledge of best practice in neighbourhood management and zonal/area working practices. * A good knowledge of health and safety requirements as they relate to Clean and Green services. * Good written and oral communication skills, with ability to inspire others. * A good knowledge and understanding of Clean and Green services and legislative requirements, such as noxious weeds. * Skills in performance management. * Awareness and skills in human resource management, for example absence management, disciplinary, recruitment. * Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment. | * Knowledge of wider issues which streetscene services impact on, for example environmental sustainability. * Project management skills in the delivery of projects. * Contract management skills either as a client, contractor or both. * Understanding of risk management. |
| Personal Qualities | * Team and results orientated outlook, willing to be flexible and adaptable to meet changing needs. * Self-motivated, proactive and enthusiastic. * Customer focus and positive outlook, communicating with tact and diplomacy. * Ability to work to tight deadlines. * Travel is an essential requirement of the post. | * Basic ICT skills for example word, powerpoint excel and e-mail management. * Recognises and praises achievement whilst challenging poor performance or unacceptable behaviour. |