

## Job Description

### Seafront Facilities Supervisor



<b>Role Profile</b>	Operational
<b>Service/Team</b>	Housing / Seafront Operations
<b>Reports to</b>	Senior Ranger
<b>Responsible for</b>	Casual staff
<b>Number of posts</b>	3
<b>Post number</b>	10641

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole** by ensuring the seafront toilets and associated areas are maintained to the highest standards of cleanliness which provides safe and clean facilities for all members of the public.

**Career Grade** BCP Band E

#### Job Overview

Supervise a team of casual staff in cleaning and maintaining the seafront toilets/facilities to the standards specified by the Senior Ranger, carrying out and organising works such as regular cleaning, deep-cleans and stock management. To also provide the highest level of customer service to all members of the public and support to the wider Seafront Operations Team.

#### Key Responsibilities

- To act as a lead for casual staff, allocating work and coaching others
- To maintain standards of cleanliness across a specified area of responsibility by ensuring each toilet block is attended to, manually cleaned and kept safe, stocked and presentable
- To operate departmental vehicles and use chemical cleaning agents as and when required and be responsible for basic checks, safety, cleanliness and safe keeping of equipment whilst in use
- To assist in daily/weekly checks across all seafront facilities to ensure all defects are reported for repair in a timely manner
- To ensure the security of the seafront and associated facilities by securing all areas in accordance with the laid down procedures
- To provide a helpful and courteous service to all members of the public by assisting with general enquiries where possible
- To comply with all Health and Safety policies and procedures
- To undertake any other duties from time to time commensurate with the grade and responsibilities of the post

#### Specific Qualifications and Experience

- Significant experience of working with the public in any setting, demonstrating an appreciation for diversity in both customers and colleagues, considering their specific needs
- Previous work experience within a cleaning focused role, or equivalent
- Previous experience of handling and disposing of sharps and other dangerous items
- Previous experience in the application of chemical cleaning agents including handling and storage (COSHH certificate)
- Previous experience of health and safety regulations and procedures

#### Personal Qualities & Attributes

- Excellent attention to detail
- Plan and organise own workload and that of the team, including some prioritisation of non-standard work
- Strong communication and interpersonal skills
- Encourage and listen to new ideas from everyone and be positive about change
- Excellent customer care skills
- Self-motivated and able to work with minimal supervision
- Ability to work well within a team, building supportive, positive and trusting relationships with others

#### Job Requirements

- Work requires physical effort and risk to personal safety
- Elements of work are likely to be performed in challenging environmental/weather conditions
- Valid, full UK Driving Licence for work purposes
- Flexibility to work in various locations across Bournemouth, Christchurch and Poole Seafront as required
- Must be able to travel to and from work, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
- Flexible working – weekends and bank holidays as required and in line with the needs of the business
- The post holder is expected to work longer hours as required during the peak summer months and no annual leave will be allowed during these periods. Time will be taken off in lieu during the winter