Reference Number

ENV027

Role Title

Cleaning Supervisor

Directorate

Environment and Community

Department

Housing and Public Protection

Reports to

Senior Neighbourhood Officer

Role Purpose

To supervise an operational team (delivering a range of somewhat complex or varied activities in either waste, cleansing, grounds maintenance, highway operations, or similar) to deliver an effective and efficient environmental service that ensures a safe, clean, attractive and accessible environment for Bournemouth, Christchurch and Poole. The role will operate under the supervision and guidance of a manager.

Accountabilities

Supervise and monitor the work of an operational team to make sure that work is being delivered to defined service standards and ensure that processes and procedures are properly implemented.

Plan, allocate and co-ordinate operational activities, informed by wider work programmes, to ensure workflow and resources are managed smoothly to meet service demands in an efficient manner.

Resolve operational issues and questions, some of which will be complex, and provide technical guidance and support to teams, so that issues are dealt with effectively. Further support and expertise will be available from Managers.

Supervise a team so that they are supported and enabled to deliver their role to the expected service and conduct standards. This will include recruitment, carrying out training and inductions, and supporting with performance management activities.

Contribute to quantifying and scoping potential works, including collating costs and tender information for projects and works, to support service planning and development.

Maintain accurate records in line with reporting requirements and compliance processes, so that information is accessible and auditable.

Collate and analyse data, preparing routine and ad-hoc reports relating to service activity, performance, and issues, to inform service planning and development.

Represent the service unit section at meetings (with internal stakeholders, user groups, external stakeholders, and partners), to maintain effective working relationships with stakeholders.

Knowledge / Skills / Experience required

Relevant degree or professional qualification, or equivalent.

IOSH Managing Safely qualification or equivalent.

Knowledge of relevant legislation, regulatory standards and requirements, and best practice in relevant operational area.

Advanced and thorough knowledge of relevant procedures, processes, methods, and practices.

Substantial experience of working in relevant operational activities related to maintaining public spaces.

Experience of supervising an operational team in a high-profile frontline environment.

Ability to provide technical guidance and communicate with a range of stakeholders in a polite and efficient manner.

Ability to plan and prioritise work for a team, responding to ad-hoc issues and emerging priorities.

Dimensions of role

The role supervises defined operational teams, within a supervisory/management structure.

The role does not manage any direct budgets.

Planning takes place over weeks and months in line with defined schedules of works.

Working Conditions

Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them:

The role may have the occasional requirement for physical exertion, including walking, lifting, and potentially accessing confined spaces, however with the ability to vary the physical activity.

The role may have occasional exposure to unpleasant or hazardous environments where there is a need to work outside and there is exposure to noise, odours, dirt, with control over when this happens.

Requirement to maintain concentration when operating equipment/machinery, though this is infrequent.

Infrequent instances of dealing with challenging or confrontational behaviour when carrying out daily duties.

Working Arrangements:

No specified working arrangements outside of a normal working pattern.