**Job Description**

**Land Train Supervisor**

**Role Profile** Band F

**Service/Team** Seafront Operations

**Reports to** Seafront Senior Ranger

**Responsible for** Land Train Drivers/Guards

**Number of posts** 1

**Post number** - - - - -

**Career Grade**

**My job improves the quality of life for the people of Bournemouth and Poole by…**

managing the Seafront Rangers Team to delivery of quality services and driving income opportunities for the visitors and residents of the resort.

**Job Overview**

Manage a team of staff to ensure the facilities are well presented, safe and efficient, while taking every opportunity to drive income and provide exemplary customer service.

**Key Responsibilities**

* To arrange staff rotas to ensure that the service can operate in an efficient manner and be able to react to changes in demand, increasing or reducing services as appropriate.
* To call out the relevant service for breakdown or service issues on the equipment.
* To record and initially investigate any complaints, accidents or near misses.
* To drive and operate Land Train and Land Rover as required.
* To supervise the general conduct and safety of train passengers.
* To set up and garage the Land Train and Land Rover in compliance with procedures.
* Actively manage the seafront of seafront assets in a planned and reactive manner to ensure maximum financial reward for the Council
* Recruit team members and manage the training needs to develop the team as necessary
* Manage conflict to ensure the seafront is safe and welcoming. Encourage all beach users to comply with the byelaws and legislation, directing appropriate enforcement action where necessary
* Actively manage the Health and Safety requirements considered necessary for operating a safe site. This includes ensuring safe working practices for staff, basic checks, cleanliness and safekeeping of vehicles, machinery and equipment
* To drive in an appropriate and courteous way in a public area.
* To undertake the issue of tickets and receipts and the collection of monies due in accordance with set procedures. To utilize new technology where required.
* To undertake any duties from time to time commensurate with the grade of the post.
* To carry out routine daily inspections of the land train and/or Land Rover and report any defects immediately.
* To ensure the train is kept clean and presentable.
* To provide a helpful, polite and courteous service to all customers and assist with general enquiries.

**Job Requirements**

* Must be willing to travel, using public or other forms of transport where they are viable, or by having access to own or pool car
* Must have a full CPC and PSV licence
* Valid, full UK Driving Licence for work purposes
* First Aid training
* To work in locations across the conurbation as required
* Flexible working – 5 in 7 days, work over major festivals (e.g. Bournemouth Air Festival) and Bank Holidays
* To work annualised hours as seasonal demands dictate. 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.

**Role Profile**

**Competencies**

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| **Managing,**  **Leading and**  **Developing**  **Others** | Manage a team with the same or similar area of work (up to 15 employees) |
| Manage the continual development of others to achieve service aims |
| Understand the importance of diverse talent during recruitment and development practices |
| Celebrate team contributions and successes |
| Role model enthusiasm and commitment to delivering excellent services which have considered the diverse needs of customers |
| Understand and address performance issues promptly providing continuous feedback |
| **Knowledge and Skills** | Relevant degree (or equivalent experience) |
| Management qualification (or equivalent experience) |
| Excellent knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non compliance) relevant to the service, including broader commercial awareness |
| Analyse data and interpret customer information to produce reports that will inform service design |
| Presentation of own or teams work in a focussed and engaging way |
| Complaint handling skills with the ability to respond to escalated customer issues |
| **Creativity and Innovation** | Use effective interpersonal skills to develop solutions to complex or contentious problems where there are a range of options and the information is unclear or conflicting |
| Work in partnership with other areas to identify, recommend, and develop improvements to the efficiency and continuity of own service |
| Encourage and recognise creativity and innovation in own team in relation to business as usual and new commercial opportunities |
| **Relationships** | **Develop** relationships **with customers which could have a direct impact on the service** |
| Seek and develop partnerships to achieve collective objectives and help to overcome any barriers to joint working |
| **Decision making** | Accountable for the delivery and performance of own team against current and future objectives |
| Make evidence based and outcome focussed decisions using proactive risk management to ensure the quality of the service is maintained |
| **Work** | Set clear and realistic objectives for others ensuring they fit with the service plans; |
| **Demands** | monitor progress against objectives and provide feedback |
| Prioritise workload in an environment of change and where there are competing demands |
| Use relevant information to anticipate potential problems and ensure the continuity of service is maintained |