

Job Description: Parks & Grounds Supervisor

Role Profile: BCP Grade H

Service/Team: Parks and Grounds Maintenance

Reports to: Operations (Parks) Team Manager

Responsible for: Supervising an operational team delivering a range of activities in parks and grounds maintenance.

Number of posts: Up to seven

Post number:

Career Grade: n/a

My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by ensuring that parks, grounds and associated services are managed to the highest standards for the benefit of residents, visitors and the wider environment.

Job Overview

The Parks and Grounds Supervisor will lead an operational team to deliver effective and efficient maintenance services that ensure safe, clean, attractive, and accessible parks and grounds for the community. The role involves planning, allocating, and leading activities, resolving operational issues, and providing complex technical guidance and support to the wider team. Additionally, the supervisor will lead in a specialist grounds maintenance service or geographical area.

Key Responsibilities

- Supervise and monitor the workflow of the operational team to ensure work is delivered to defined service standards and processes are properly implemented.
- Plan, allocate, and coordinate operational activities to manage workflow and resources efficiently demonstrating flexibility to changing demands.
- Resolve operational issues, make evidence-based decisions, and provide technical guidance and support to the team.
- Support recruitment, training, inductions, and performance management activities for the team, challenging unhelpful behaviour.
- Contribute to service planning and development by quantifying and scoping potential works, including collating costs and tender information.
- Maintain accurate records and prepare reports relating to service activity, performance, and issues.
- Represent the service unit at meetings with internal and external stakeholders to maintain effective working relationships.
- Manage customer contact using relevant systems, interpret customer information, ensuring responses are accurate and timely.
- Update asset records and work schedules using the appropriate IT systems.
- Deputise for the Operations (Parks) Team Managers.

- Undertake investigations into employment matters, collating evidence, conducting interviews, and preparing and presenting information at hearings.
- Undertake compliance and welfare checks.

Specific Qualifications and Experience

- Management qualification (or equivalent experience)
- Relevant degree (or equivalent experience) relevant to the role
- IOSH Managing Safely qualification or equivalent.
- Good knowledge of ICT including, Excel, Word, Outlook and other programmes relevant to the role.
- Knowledge of relevant legislation, regulatory standards, and best practices in parks and grounds maintenance.
- Advanced knowledge of procedures, processes, methods, and practices in maintaining public spaces.
- Substantial experience in parks and grounds maintenance activities.
- Experience supervising an operational team in a high-profile frontline environment.

Personal Qualities & Attributes

- High level of resilience, attention to detail, emotional intelligence, and calm under pressure.
- Ability to provide technical guidance and communicate effectively with a range of stakeholders.
- Ability to plan and prioritise work for a team, responding to ad-hoc issues and emerging priorities.

Job Requirements

- Member of a professional body, if applicable.
- Must be able to travel, 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.

Working Conditions

- Occasional requirement for physical exertion, including walking, lifting, and accessing confined spaces.
- Occasional exposure to unpleasant or hazardous environments, 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.

Specific Service Areas (Supervisory Leads)

- Parks & Grounds Supervisor (Geographical Area)

- Parks & Grounds Supervisor (Geographical Area)
- Parks & Grounds Supervisor (Enforcement and Reactive)
- Parks & Grounds Supervisor (Housing)
- Parks & Grounds Supervisor (Cemeteries)
- Parks & Grounds Supervisor (Play)
- Parks & Grounds Supervisor (Landscaping)

Functions are subject to changing demands and may be amended with notice.