

Job Summary

Post Title	Senior Operations Supervisor (Street Scene)	Proposed Pay Grade	Grade 8
Directorate	Neighbourhood Services	Line Manager	Street Scene Operations Manager
Service Area	North Waste and Street Scene Services		
Post Number/s (Mandatory for existing posts, If multiple posts state all)		If existing post is the post title changing? If yes state both	New title
JE/GAR reference number (Mandatory for existing posts)	New Title	Work Location (state Council office)	Pembroke Road Depot
Work style (Delete as applicable)	Any desk	Job Family & Role Profile	Operational Services OS08M
DBS Check Required?	No		
Politically Restricted Post?	No		

Job Purpose and Job Context

The Senior Operations Supervisor is responsible for the operational leadership, coordination and performance management of Street Scene services, ensuring statutory and non-statutory functions are delivered safely, efficiently and in compliance with legislative, regulatory and service requirements.

The post holder provides direct management and support to Street Scene Supervisors, ensuring consistent operational standards, effective workforce management and the efficient deployment of staff, vehicles and equipment across the service. The role acts as deputy to the Street Scene Operations Manager and provides management cover during periods of absence, supporting service continuity, performance improvement, customer satisfaction and compliance across Street Cleansing and Grounds Maintenance operations.

Main Responsibilities and Duties

- Lead and coordinate the day-to-day delivery of Street Scene operations across all service areas, ensuring resources are deployed effectively and service standards are achieved.
- Directly line manage Street Scene Supervisors and designated support staff, providing leadership, guidance, coaching and performance management.
- Support Supervisors with complex operational matters, customer issues, employee relations cases and service delivery challenges.
- Deputise for the Street Scene Operations Manager during periods of absence and provide operational leadership across the service.
- Provide supervisory cover where required to maintain service continuity during periods of leave, sickness or vacancies.
- Monitor operational performance against service standards, KPIs and corporate objectives, implementing corrective actions where required.
- Analyse operational performance data, complaints, inspections and customer feedback and support the implementation of service improvements.
- Ensure compliance with all relevant legislation, codes of practice, policies and operational procedures.
- Lead the management of health and safety performance across Street Scene operations, ensuring risk assessments, safe systems of work and training requirements are maintained.
- Produce management reports, business intelligence and service performance information for senior management.
- Lead on the development, maintenance and implementation of Street Scene procedure documents, safe systems of work and risk assessments, ensuring Supervisors receive regular refresher training.
- Oversee investigations relating to accidents, incidents, complaints and service failures, ensuring recommendations and corrective actions are implemented.
- Support workforce planning and resource allocation across Street Scene services, ensuring sufficient staffing levels are maintained to meet operational requirements.
- Provide operational oversight of fleet, plant, equipment and depot activities, ensuring assets are utilised effectively and compliance standards are maintained.
- Support budget monitoring, procurement activities and financial controls within the service area.
- Build and maintain positive working relationships with internal departments, elected members, contractors, suppliers and external stakeholders.
- Produce management reports, service information and performance updates to support operational and management decision making.
- Support the implementation of service improvement initiatives, operational projects and business change activities.
- Promote a positive, professional and customer-focused culture across all Street Scene teams.
- Undertake any other duties commensurate with the role as may be reasonably required.

Accountability

- this role manages a budget please state the size of the budget: **None**
- If this role monitors a budget please state the size of the budget: **None**

- How many direct reports does this job have in its reporting line?/: **2 Street Scene Operations Supervisors (BC Grade 7)**
- How many indirect reports does this job have in its reporting line? **Circa 44 Frontline Street Scene Employees**

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	Provide Job Specific Examples
Up to 3 months	✓	Resource deployment, seasonal work programmes, staffing arrangements, operational performance management, service scheduling and compliance activities.
1 year	✓	Workforce planning, review and update of procedure documentation, training programmes, performance management, budget monitoring, KPI reporting, service delivery planning and implementation of service improvements.
3-5 years	✓	Contribution to service improvement programmes, fleet replacement planning, operational development projects and long-term service objectives.

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience (taken from role profile to complete)	Job Specific Examples	Essential	Desirable
Significant experience managing operational service delivery in Street Scene, environmental, waste, grounds maintenance or similar environment	Operational management of frontline services	✓	
Experience of managing supervisors and developing frontline management teams	Leadership and performance management of supervisory staff	✓	

Detailed knowledge of Street Cleansing and Grounds Maintenance operations and associated legislation	Environmental Protection Act, Codes of Practice and industry guidance	✓	
Strong understanding of health and safety legislation and operational compliance requirements	High-risk operational environment	✓	
Experience of investigating accidents, incidents and employee relations matters	Conducting investigations and implementing improvements	✓	
Ability to analyse operational data and performance information to improve service delivery	KPI monitoring and service improvement activity	✓	
Excellent planning and organisational skills	Resource deployment and operational management	✓	
Strong communication, leadership and influencing skills	Managing teams, customers and stakeholders	✓	
Experience of managing contractors and external stakeholders	Contractor performance and stakeholder engagement	✓	
Good ICT skills including Microsoft applications and specialist operational systems	Reporting and performance management	✓	
Project management and service improvement experience	Operational change and improvement projects		✓
Local government operational experience	Street Scene or Neighbourhood Services		✓
Qualifications <i>(taken from role profile to complete)</i>		Essential	Desirable
Relevant management qualification or significant management experience		✓	
IOSH Managing Safely or equivalent Health & Safety qualification		✓	
Degree level qualification or equivalent relevant operational experience		✓	
NEBOSH qualification			✓
Relevant environmental or horticultural qualification			✓
First Aid qualification			✓
Other Requirements		Essential	Desirable
A full driving license required to be able to carry out the role <i>(tick as appropriate)</i>		✓	
Ability to work flexibly, including participation in management rotas and emergency response arrangements.		✓	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate		Y	

spoken English is essential for the post.	
This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) Nacro	Y

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.