Job Summary

Post Title	Street Scene Operations Supervisor	**Pay Grade**	7
Service Area	Neighbourhood Services	**Line Manager**	Street Scene Manager
Location	Pembroke Road		

Section 1: Job Purpose

This role is responsible for the day to day operational management of both the regulated statutory and non-statutory in-house Street Scene Service. Street Scene covers two specialist service areas; street cleansing and grounds maintenance. Services include all aspects of street cleansing, litter/fly tipping clearance, mechanical sweeping, town centre and public realm cleansing and cleansing of car parks. Grounds maintenance activities include grass cutting, shrub and hedge maintenance, maintaining and sports pitch management and play area management.

The role holder must be confident and able to work in a high risk and challenging environment as they are accountable for practical and reactive decision making that ensures the services remain fully compliant with both and health and safety legislation and environmental legislation. .

The role holder will from part of a leadership team, managing 50 frontline operatives, and will have direct line management of approximately 20 staff. This management involves but is not limited to, being able to design and deliver bespoke and technical training, complete accident and disciplinary investigations, deliver on KPI's and proactively manage sickness.

The role holder will contribute to the development of service policies, processes and projects, and will also be required to understand strategic objectives and the vision for Street Scene Services and how their work contributes to achieving these.

The role holder will have a responsibility to identify ways to continually develop and improve the customer experience, whilst ensuring that service compliance is not put at risk.

Section 2: Main Responsibilities and Duties

- This role is responsible for effective leadership and co-ordination of the day to day statutory and non-statutory in-house Street Scene Services across Aylesbury Vale. This involves both logistical and reactive planning of specialist resources, including operatives, vehicles and equipment to ensure all statutory council services are delivered in a safe and efficient manner with high levels of customer service.

- The role holder will be required to take part in a rota which includes some weekend working, ensuring that the early morning and end of day checks are completed in a timely manner. This requires the individual to be a responsible key and alarm holder.

- Whilst on duty, the role holder will provide shared daily operational management of a large frontline team (50 total) and will have direct line management of around 20 members of the team. The team is multi-disciplined and the role holder needs to have a sound technical knowledge and understanding of front line Street Scene operational services.

- The role holder will have technical knowledge and understanding of key legislation and ensure this is implemented in the day to day operation by ensuring their reactive decision making achieves and maintains compliance.

- The role holder will be required to reactively solve problems such as vehicle, equipment breakdowns, lack of staff, accidents and others to ensure that the excellent customer service expected at a corporate level is not impacted. The role holder must ensure the operation runs

smoothly and any challenges faced do not damage reputation.

- The role holder will be expected to build excellent professional working relationships across a large frontline workforce, and ensure they have a well respected and credible reputation that allows for strong leadership and clear direction.

- The role holder will also be expected to build relationships with senior management and teams across the wider Council, for example customer services and business support. The role holder will be responsible for attending meetings to provide detailed subject matter direction and collaboration.

- The jobholder will work closely with the HR Business Partner to proactively manage employee relations issues and follow corporate HR processes such as absence management, conduct and disciplinary matters, probations. grievances and salary administration. The jobholder will undertake disciplinary investigations as appropriate, produce investigation reports and present at disciplinary hearings.

- The role will support the Operational Management Team in the delivery of operational plans and projects, producing accurate business intelligence and management information as required. This will include but is not limited to service reviews, procurement of multi-million pound fleet and staff engagement initiatives.

- Responsible for meeting corporately reported KPIs e.g. street cleansing standards and implementing new strategies to improve performance.

- Responsible for thoroughly investigating accidents by collating qualitative and quantitative data from a broad range of sources, producing high level reports with recommendations which are reviewed and approved by senior management.

- The role holder will use best practice from industry leading experts to design and deliver engaging training packages to frontline staff whereby language and learning barriers are present.

- The role will risk assess operational activities and develop safe and effective working practices to ensure compliance is met at all times. This spans from waste legislation, health and safety law, grounds maintenance standards and environmental permit compliance. The role holder must be familiar with key governing bodies and requirements which must be met.

- The role holder is expected to be organised and proactive in a procedural driven environment whereby audits are regularly conducted. The role holder will also be responsible for writing and implementing procedure notes that link into business continuity planning.

- The role holder will complete regular on street monitoring with operatives and deliver toolbox talks.

- The role will support all other members of the Operations Team, providing cover during absences and responding flexibly to peaks in demand.

Section 3: Values and Behaviours

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

Proud
Ambitious
Collaborative
Trustworthy

- Ensure that the work and role focus supports the Council's vision and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart.

- Jobholders will also be expected to suggest improvements to working methods and spot opportunities for commercial or service development and actively pursue these.
- Act in a commercially minded way in accordance with the Council's values and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable.
- Comply with the Council's policies, procedures and governance frameworks including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety.
- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under the managerial control.
- Given objectives and resources, jobholders at this level are expected to work with minimal supervision. Management is generally by reviewing end results on a regular basis.
- The jobholder will have considerable latitude to deviate from established procedures and practices in order to react to changing business and environmental demands, and to ensure continuance of a commercial, customer focused service. They will be expected to organise their own workload around customer needs and commercial/environmental priorities.
- Jobholders will be expected to develop and support initiatives to improve customer service, develop/improve service delivery and seek profitable commercial and market opportunities.
- The service is highly visible to customers and role holders are expected to represent the council in a professional and positive way.
- Ensure operatives demonstrate respect and dignity at all times.
- Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership.

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

Section 4: **Knowledge, Skills and Experience**	**Job Specific Examples**	**Essential**	**Desirable**
In-depth knowledge of working practices within the Street Scene industry including cleansing and grounds maintenance services.	Minimum two years experience at a Supervisory level, of delivery of frontline Street Scene operational services.	✓	
Experience of managing a large team within a challenging and fast paced environment. .	A team that is frontline and challenging including language barriers.	✓	
Strong people management skills and good understanding of employee relations principles and practise.	Ability to write investigation reports, chair difficult meetings and manage conflict in addition to being a supportive manager.	✓	
Knowledge of health and safety legislation, good practise and operational application	Health and Safety Act 1974. HSE requirements and industry guidance.	✓	
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and	Quality review of work package to evaluate achievement of customer requirements.	✓	

evaluate work to ensure standards, outcomes and deadlines are achieved.			
Qualifications		**Essential**	**Desirable**
Degree level education or significant relevant work experience in the specialist field		✓	
NEBOSH/IOSH qualified			✓
RPII Play Inspection Qualification			✓
Level 3 NVQ (or equivalent) in Horticulture			✓
First Aid trained			✓
Qualified manual handling trainer			✓
Other Requirements		**Essential**	**Desirable**
Full driving license required		✓	
Shift patterns (early/late shift on a rota basis and weekend work)		✓	
Flexibility and willingness to work out of hours if required		✓	

Section 5: Job Context, Current Deliverables and Priorities
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.