

**Environmental Services Senior Supervisor**

**Job Description and Person Specification**

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| **Directorate:** | Environment | **Service:** | Environmental Services |
| **Responsible to:** | Environmental Services Manager | **Responsible for:** | Street Cleansing and Grounds Maintenance Staff |
| **Grade:** | 8 |
| **Location:** | Copse Road Depot and any other location across the borough as required |
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| Job Purpose: |
| To be responsible for the day-to-day delivery of services and management of staff relating to grounds maintenance and street cleansing teams and assist in the operation of the council’s cemeteries.To support the Environmental Services Manager with service planning and improvement to ensure efficient and effective service delivery and respond proactively to relevant issues and incidents which may arise.   |

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| **Key Tasks & Responsibilities:** |
| * To provide supervision of all staff, contractors and volunteers working within the council’s grounds maintenance and street cleansing services.
* To monitor performance against service delivery plans and strategies, prioritising key tasks and projects within the corporate plan.
* To monitor performance of maintenance tasks and ensure the forward planning and coordination of staff and resources required to achieve financial and qualitative targets.
* To undertake staff appraisals and agree all training and development requirements, including delivery of inhouse training and contributing to toolbox talks.
* To take an active part in recruitment and retention of staff and seasonal workers, including succession planning, reviewing applications and shortlisting, interviewing, appointing, inducting new staff members and monitoring through the probation period.
* To assist in the management of disciplinaries, capabilities and sickness monitoring in accordance with Council policy and procedures.
* To be responsible for the safety and welfare of staff while undertaking any work-related activity, noting risks and mitigations as part of the risk assessment process, including potential risks to the public.
* Responsibility for stock control and monitoring, including ordering replacement supplies (materials and consumables, tools and equipment and PPE), investigating alternative products and suppliers and monitoring expenditure to ensure efficient use of available resources.
* Working closely with the Environmental Services Manager and Transport Manager to review and procure replacement and additional vehicles and larger plant and equipment, with consideration of suitability, innovation, value for money, and environmental benefits as part of the selection criteria.
* Work closely with colleagues in the Environmental Enforcement team to provide support with the investigation and removal of illegally dumped waste and waste accumulations.
* Work closely with colleagues in the Environmental Enforcement team to provide support with the control of stray dogs and transportation of larger animals.
* Respond to queries and complaints relating to service delivery from members of the public, Councillor’s, partners and other council officers, rectify issues and identify controls to prevent a reoccurrence of problems.
* To provide support and cover for colleagues within the Bereavement Services Team, including attendance at funerals as required.
* To lead on the delivery of biodiversity and sustainable working practices across the teams, including planning, investigating new techniques and equipment, staff training, reviewing and delivery of site management plans.
* To liaise closely with colleagues within the Environment Directorate, and other council departments, on relevant issues and corporate priorities.
* To undertake any other duties required by the Assistant Director of Environmental Services, which are appropriate to the tasks, responsibilities and grading of the job.
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| **Corporate Responsibilities:** |
| The postholder will be expected:-* To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
* To promote best practice in meeting the requirements of Health and Safety legislation and Council policy and comply with other relevant statutory legislation.
* To carry out duties in accordance with the Council’s policy on equality and diversity.
* To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
* To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
* To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council’s performance management scheme.
* To be responsible for Data Quality.
* To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manages spending within available resources.
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| **QUALIFICATIONS** | **ESSENTIAL/****DESIRABLE** | **ASSESSMENT METHOD** |
| Recognised Supervisory or Management Qualification or previous experience of supervising frontline teams. | **Essential** | Application/Interview |
| IOSH Working Safely (or equivalent) | **Essential** | Application/Interview |
| NVQ Level 3 in Horticulture and/or Waste Management qualification | **Desirable** | Application/Interview |
| PA1/PA6 | **Desirable** | Application/Interview |
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| **SKILLS** | **ESSENTIAL/****DESIRABLE** | **ASSESSMENT METHOD** |
| Detailed knowledge of Grounds Maintenance and Street Cleansing operations across a range of public realm sites including town centres and urban areas, cemeteries and sports pitches. | **Essential** | Application/Interview |
| Strong supervisory skills with the ability to motivate others and manage staff related matters in accordance with policies and procedures.  | **Essential** | Application/Interview |
| Excellent problem-solving skills, identifying areas for improvement and alternate working methods to ensure continuous service improvement. | **Essential** | Application/Interview |
| Ability to work effectively as part of a team to achieve results, building robust relationships both internally and externally to deliver successful outcomes | **Essential** | Application/Interview |
| Strong communication, negotiation and advocacy skills, both verbal and written with excellent IT skills. | **Essential** | Application/Interview |
| Ability to schedule and prioritise a diverse workload efficiently and deliver objectives within agreed timescales, coordinating the delivery of services with limited resources | **Essential** | Application/Interview |
| A good understanding of biodiversity, climate change considerations and sustainable working practices when delivering front line services. | **Desirable** | Application/Interview |
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| **EXPERIENCE** | **ESSENTIAL/****DESIRABLE** | **ASSESSMENT METHOD** |
| A proven track record of delivering successful and cost-effective front-line services, demonstrating continual improvement and resource efficiencies. | **Essential** | Application/Interview |
| Contract management and monitoring, ensuring appropriate health and safety systems are implemented. | **Essential** | Application/Interview |
| Experience working with members of the public, elected officials, community groups and partner organisations in a professional environment. | **Essential** | Application/Interview |
| Experience of drawing up specifications, evaluating and procuring plant and equipment for use across grounds maintenance and street cleansing services.  | **Desirable**  | Application/Interview |

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| **ADDITIONAL REQUIREMENTS** | **ESSENTIAL/****DESIRABLE** | **ASSESSMENT METHOD** |
| Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues. | **Essential** | Application/Interview |
| Regular and Reliable Service | **Essential** | Application/Interview |
| Demonstrate behaviours that support our values. | **Essential** | Application/Interview |

| **Our Values are key to delivering our vision, plans and strategies.****All Behaviours listed are essential to the post.** |
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| **Professional** | **Innovative** | **Collaborative** | **Customer focused** |
| In being professional we… | In being innovative we… | In being collaborative we… | In being customer focused we… |
| • Have pride in how we represent the council• Treat people with respect and consideration• Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner | • Proactively embrace change and learn from our mistakes• Challenge and constructively question existing processes• Make best use of our resources to provide excellent services• Encourage creative thinking with colleagues and peers | • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results• Recognise and embrace the knowledge and skills of others.• Embrace the concept of one team one council and all work together | • Strive to provide excellent services• Understand our customers’ needs and consider things from their perspective• Effectively communicate and manage expectations• Actively seek ways to maximise customer satisfaction |

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| **Special Conditions:****(e.g. Weekend work, shift allowance, car/mileage allowance)** |
| * The council operates a strict non-smoking policy.
* Casual car user allowance. Casual Car User’s will be paid at the middle band. You will be required to provide your own means of transport.
* Due to the nature of the duties, it may be necessary to work during periods of inclement weather, before and after dark.
* A flexible approach to working is required with some degree of after hours, weekend and bank holiday working, sometimes at short notice and as part of the weekend working rota.
* Smart phone and tablet provided.
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| Prepared by: Kathy Winstanley | **Date:** September 2025 |

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| Post Holder Signature:  | **Date:**  |