Ashfield
DISTRICT COUNCIL

Job Profile

Post title:	Environment Area Supervisor
Department:	Operations - Neighbourhood Services, Environment
Job families:	Team Leader
Grade:	E
Responsible to:	Environment Team Leader
Employees managed:	Chargehands, Frontline staff
Date of issue:	September 2026

Overall Job Purpose

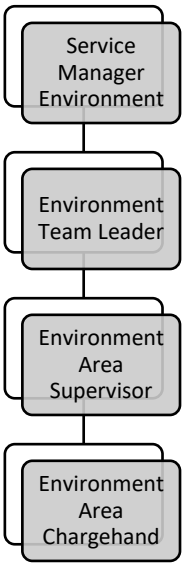
To support the operations of Environmental Services, helping the Council to deliver its purpose of creating a clean, safe and accessible environment.

Leading teams of multi-skilled operatives, you will allocate work schedules to deliver consistent high standards across Ashfield's parks, open spaces, street scene, cemeteries, and allotments.

Working Conditions

- The postholder will work in a confidential environment dealing with highly sensitive and emotionally challenging information.
- The postholder is eligible to utilise the Flexi Time Policy.

Structure



Job Description

Operational management	• To work in a way that supports the Council's purpose of helping to keep Ashfield clean, safe and accessible and to work to change anything which prevents this from being achieved, identifying, recommending and delivering improvements in service standards. • To manage the day-to-day operations of Environment Service Operatives; allocating work to suitably qualified staff to deliver planned work schedules. • To ensure that work is completed "right first time" – delivering and checking good quality and efficient work. • To undertake regular supervision of Environment Operatives, provide feedback on their performance and support completion of training needs assessments. • To record information in CRM/work allocation systems; accessing and acknowledging work, confirming completion of work, and all information required to allow the service to monitor service delivery. • To understand and embed the Council's quality standards within teams, ensuring agreed levels of service delivery are achieved and provide feedback, both positive and negative, to operatives. • To ensure all work is undertaken in a safe way and in line with appropriate legislation and Council policies and procedures, keeping records/updating service request sheets as appropriate. • Positively respond to customer and Councillor enquiries and complaints, ensuring that the highest standards of service is delivered.

	• To always ensure the safe use of plant and equipment with particular awareness for the safety of the workforce and general public. • Any other duties falling within the purview of the post as may be required by Management within Neighbourhood Services.
Communication	
Partnership / corporate working	• Operate according to the Council's corporate values and codes of behaviour. • Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered, and other risk management activities effectively implemented and monitored. • Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services. • Comply with all relevant Council policies and procedures including financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice. • Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working. • Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post. • Engage with digital models of service delivery and support the implementation of digital working methods. • To attend emergency situations and work under supervision assisting other service providers i.e. Police, Fire Brigade and the Environment Agency.
Resource management (including Financial and Physical)	• Ensure value for money and support the commercial • Ensure proper use and safeguarding of equipment and resources
Systems and information	
Strategic management	• Drive continuous service improvement and challenge the status quo • Work with senior managers to shape operational delivery within the Council framework • Contribute to achieving a clean, safe, and accessible environment