

JOB DESCRIPTION

TITLE: Supervisor - Street Cleansing

POST NO: PREF100276

DEPARTMENT: Place & Infrastructure

DIVISION: Public Realm (Street Cleansing)

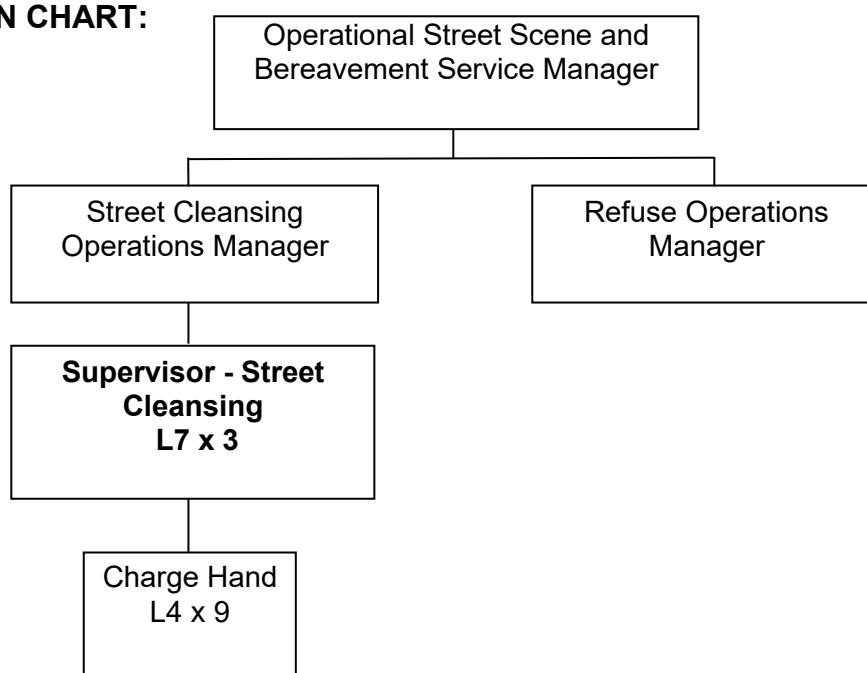
RESPONSIBLE TO: Street Cleansing Operations Manager

GRADE: L7

PURPOSE OF POST:

To organise, control and monitor the effective use of labour, equipment and resources to ensure a high-quality standard of work is achieved in a safe, efficient and economical manner, working at all times within the Councils vision, objectives and core values to agreed standards, time scales, budgets and health and safety regulations. To consider and investigate service requests and customer complaints for the Street Cleansing Division, monitor progress and ensure a satisfactory conclusion.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:

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1. Supervise the work of employees in planning, prioritising and allocating workload and specific tasks to support the delivery of a customer focused service meeting the needs and expectations of site users by the provision of high quality public spaces that are clean, safe and accessible and where appropriate accredited to national standards. 25
Experience of negotiation, consultation and influencing key stakeholders and senior staff, securing support and commitment to a course of action or different way of thinking Capable of developing highly effect and professional working relationships with all levels of staff.
2. Make announced and unannounced site visits to supervise and monitor employees and external contractors, ensuring efficient and effective deployment and performance in accordance with the relevant legislation. 25
Monitor health & safety provision taking immediate corrective action where necessary to ensure compliance with health and safety legislation and local policies. Where necessary, carry out Risk Assessments and workplace inspections reporting any findings to senior management.
3. Investigate and resolve customer complaints within defined procedures for the Street Cleansing Service. Respond to enquiries from Members, the general public and other departments and investigate taking any necessary action as a result of these enquiries and make decisions on site to resolve problems and disputes. Where required be responsible for providing quotations to external and internal customers for additional works. Maintain comprehensive manual and computerised management information, specifically the AFP and Council vehicle tracking systems, monitoring correct procedures in relation to remedial action of reported incidents. Complete all relevant documentation in a timely and accurate fashion. Proven ability to write and present complex reports and presentations in a clear and focussed way to a variety of audiences including identifying opportunities for potential external clients 15
4. Monitor and maintain accurate driver, operator and vehicle records in relation to drivers' hours and records, vehicle overloading and Positive Defect Reporting. Liaise with the Fleet Transport Division on a daily basis in relation to the repair and maintenance of the Street Cleansing Service vehicle, plant & machinery fleet and authorise repairs up to a defined limit. 15
5. Manage sickness absence and discipline at work including completing return to work interviews following periods of sickness absence and taking corrective action where appropriate, including presenting disciplinary cases to disciplinary panels. Ability to audit, critique and review colleague's work. Identify compliance and coordination issues for resolution 10
6. Undertake Personal Performance Appraisals annually and carry out six month reviews where appropriate, identifying any performance issues. Agree actions with employees, where required, to improve performance. 5

- 7 Undertake recruitment interviews with candidates ensuring fair selection procedures and regulations are adhered to. Identify and provide induction and specialised training (e.g.; vehicles, tools, equipment) maintaining accurate training records at all times. Ensure that all work is undertaken in accordance with Health and Safety regulations and other operational requirements. 5
- Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English.

DIMENSIONS:

Supervisory Management:	Responsibility for up to 9 Charge hands and up to 117 fte's
	The supervisory responsibility is expected to increase significantly with the success of the traded Service
Financial Resources:	Authorisation of vehicle repairs and the purchase of consumables to the value of £5000
Physical Resources:	Responsible for the fleet of 26 Street Cleansing and specialist vehicles Approximate Value: up to £350'000
Other:	The associated health & safety implications for employees, contractors and members of the public.

CONTEXT:

Public Realm (Street Cleansing) is responsible for scheduling cleansing services within the Borough of Luton, including the cleaning of the public highway, under/over passes, green and open spaces, residential areas, shop fronts, the Town Centre, weed spraying/removal, graffiti removal, winter gritting, fly-tipping and fly-poster removal.

The post-holder will need to work closely with other Supervisors, colleagues, Enforcement Officers, and other senior managers within the Council to ensure that the service is delivered to a high standard, and that aspects of health & safety, equal opportunities and financial performance targets are fully met. The post-holder will be required to keep abreast of appropriate legislation relating to the service.

The post-holder will have first-hand experience of assessing rounds, and redesigning these where necessary to meet the fast changing demands of the service. A good understanding of UK and European legislation in several areas such as environmental issues (including wastes management), COSHH (in regard to chemicals used in weed spraying), driving, the working time directive and vehicle regulations such as British domestic driving rules and E.U legislation. The post-holder will have experience of conducting risk assessments, and of writing safe working practices.

The post holder will ensure that policies, procedures and activities for service delivery are revised and/or implemented in a way that supports equality for all. These activities should also reflect the Council's commitment to work in active partnership with the community to regenerate Luton and to improve the quality of life for all who live, work or visit the town. The post-holder will be required to work appropriate working hours to provide service support seven days a week and to cover bank holidays and back log work. In the absence of the Cleansing Manager, the post holder will take overall operational responsibility.

Luton Traded Services is an exciting new organisation delivering council services for clients across both public and private sectors, the post holder will be fundamental in providing quotations and delivering traded services for the Council.

Physical Effort and/or Strain.

There will be some physical working, eg, driving and some lifting, carrying, pushing, pulling, bending and walking long distances.

Working Environment.

The post holder will be primarily office based, but will be required to undertake regular site visits and inspections. The post holder will be expected to sometimes work outdoors and may have some exposure to unpleasant substances.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): - without which candidate would be rejected

Desirable (D): - useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable experience of day-to-day supervision of a large number of employees, preferably in a street cleansing environment.	1,2		
	Demonstrable experience of monitoring performance/standards against targets.	1,2		
Skills/ Abilities	Demonstrable numeric skills - able to interpret data and produce statistics.	1,2		
	Demonstrable literacy skills – able to write straightforward factual reports.	1,2		
	Demonstrable communication skills - able to deal politely and tactfully with a wide range of people.	1,2		
	Able to prioritise and organise workloads to meet heavy and sometimes conflicting service demands, targets and deadlines.	1,2		
	Able to use own initiative within defined procedures.	1,2		
Equality Issues	Able to identify when discrimination is taking place in service delivery or in the workplace and to take appropriate action if discrimination is identified.	1,2		
Specialist Knowledge	Demonstrable knowledge of current legislation in relation to: Environmental Protection Act 1990, Health & Safety at Work Act 1974 (including COSHH regulations), Road Traffic Act 1968 (as amended) and EU legislation on road transport, Working Time Directive.	1,2		
	Detailed understanding and knowledge of Cleaning Science and	1,2		

	associated activities (eg selection and use of pesticides).			
Education and Training	A supervisory management qualification or equivalent experience.	1,2,4	First Aid certificate	1,2,4
Other Requirements	Possession of a full driving licence, to transport employees and equipment to various sites and undertake monitoring of contractors and staff. Able to be called out in the event of an emergency arising outside of normal working hours. (frequency – 1/month)	1,2,4 1,2	Possession of current LGV Category C driving licence.	1,2,4

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Disability Discrimination Act (1995 & 2005), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (1984 & 1998)