



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

|   |  |
|---|--|
| <b>Job Title:</b> Grounds & Cleansing Supervisor            | <b>Role Profile Number:</b> P/A  |
| <b>Grade:</b> Grade N<br><b>Salary:</b>                     | <b>Date Revised:</b> March 2020  |
| <b>Directorate/Group:</b> Street-Smart,<br>Service Delivery | <b>Reporting to:</b> Grounds Maintenance & Cleansing<br>Service Manager. |
| <b>Structure Chart attached:</b>                            |  |

### Job Purpose

StreetSmart encompasses a wide range of services including Grounds Maintenance, Parks and Open Spaces, Waste Collection and Management, Environmental Cleansing, and the Town Centre Hub which incorporates a multi-agency team.

Street-Smart's high visibility services feature very highly in the priorities of both Members and residents of the Borough, with a significant influence on the way stakeholders perceive the Council. The wider role also incorporates a number of SBC retained grounds maintenance works, the Housing Grounds Services and external contracts.

The StreetSmart response to the challenges the Council faces will facilitate a customer focused service delivery model that demonstrates value for money and embeds a culture of continuous improvement. In doing so, the service will meet the objectives – "Make best use of Swindon's resources inside and outside the Council".

There is a tremendous amount of change taking place across the Council and within Street-Smart as we continue to respond to increasing demand and diminishing resources. This role will articulate that vision to all levels of the service and ensure the workforce are fully engaged in the change and part of the journey, rather than feeling this is being done to them.

Other key features of the role are to supervise and control the operational teams, ensuring compliance with the procedures and policies of Swindon Borough Council and relevant legislation.

The post holder is responsible to ensure resources are managed to maximum effect, manage employee welfare, appraisals, identifying training needs and dealing with disciplinary matters as required.

## **Key Accountabilities**

- Preparation, review and ongoing management of Risk Assessments, Method Statements and Safe Systems of Work for all tasks.
- Through the i-Trent / Absentia systems ensure correct recording of all staff sickness, holidays and attendance ensuring are both accurate and complete at all times.
- Be the lead officer on specialist work flows such as Weed Control, Rural Verges and Bedding and support senior officers in the procurement of services, this may include monitoring contractors for both compliance and performance.
- Lead on engaging with operational teams, Elected Members and residents, in designing and then implementing the service delivery of Grounds Maintenance and Cleansing across all Parks and Open Spaces.
- Responding to all insurance claims, information requests, customer complaints and enquiries in a timely fashion ensuring agreed deadlines are maintained.
- To deputise for the Grounds Maintenance and Cleansing Service Manager, when requested.
- To support Swindon Borough Council in ensuring that the Council vision, goals and values are promoted and implemented. This includes both the locality agenda and the community volunteer strategy.
- In conjunction with the Grounds Maintenance and Cleansing Service Manager, proactively manage all staff, materials, vehicles, equipment, within agreed budgets.
- Ensure complete adherence to statutory requirements, regulations and codes of practice in order to enable all service standards and specifications to be achieved.
- Maintain records for scheduled and ad-hoc inspections and risk management audits.
- Work in partnership with the Grounds Maintenance & Cleansing Service Manager, to ensure that any procurement is carried out in adherence with SBC regulations.
- Ensure staff are kept up to date and aware of corporate and departmental activity.
- Maintain up-to-date knowledge of the legal and regulatory requirements as it applies to the delivery of related grounds maintenance services.
- Carry out disciplinary investigations and assist with investigations into insurance and accident claims and provide reports for use by other service areas and our insurance provider.
- Recruit staff within the service area as required in line with Swindon Borough Council policy.
- Undertake staff appraisals ensuring 100% compliance at all times.
- Liaise with the Learning and Development team to ensure the Training Matrix for your teams are complete and up to date.
- Manage staff absence in line with the established policy including back to work interviews and absence review meetings.

This job description is intended as a general guide to the duties of the post and is not inflexible. It may be altered from time to time to reflect the changing needs of the organisation in consultation with the post holder.

## **Knowledge & Experience**

*Candidates must have knowledge and experience in the following areas of business and will be required to provide evidence of this:*

Minimum –

- Extensive proven experience in a similar role at supervisory level. Experience to include direct responsibility for supervising employees and services within a performance culture.
- Experience of successfully meeting budget targets.
- Knowledge and practical experience of using ICT as an analytical and management tool.
- The ability to manage tight deadlines and conflicting demands whilst demonstrating a strong commitment to quality, customer care and service delivery.
- Self-motivated and ability to make appropriate decisions using own initiative.
- Ability to work in partnership across teams, the wider organisation and external parties.
- Excellent listening, communication and interpersonal skills.
- Ability to manage difficult situations and experience of conflict resolution.
- Demonstrable experience of leading, implementing and adapting to change.

Preferred –

- Professional qualifications in Grounds Maintenance or equivalent.
- Understanding of the decision making process in a political environment.

**Decision Making**

- Responsible for the daily supervision of the Grounds teams ensuring coordinated delivery of services.
- Through direction of the Grounds Maintenance, Parks and Open Spaces Service manager, be accountable for the successful operational delivery of the services.

|   |                                    |
|---|------------------------------------|
| <b><u>Job Scope</u></b><br><br><b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• Overall workforce responsibility of c. 45 staff.</li></ul> | <b>Budget:</b> Circa £1m per annum |
|---|------------------------------------|

**Contacts and Relationships**

- Experience of successfully working within multi-disciplinary teams, Parish representatives, Members and members of the public, including external partners, and Staff.
- Able to challenge actions, behaviours and decisions, in the event that they are contrary to the agreed strategy.

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels

- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

|                                 |                     |
|---------------------------------|---------------------|
| <b>Employee Signature:</b>      | <b>Print Name:</b>  |
| <b>Date:</b>                    |                     |
| <b>Line Managers Signature:</b> | <b>Print Name::</b> |
| <b>Date:</b>                    |                     |