

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title: Neighbourhood Supervisor (Streetscene) – Career Progression			
Directorate: Operational Services		Service: Streetscene	
Post No: EE	Grade: 7/8	Date of Issue: January 2024	
Responsible to: Neighbourhood Manager			

Main Purpose of Job:

To supervise the requirements of Streetscene operations including:

- Grounds Maintenance including grass cutting
- Cemetery and closed churchyard maintenance
- Street Cleansing
- Playground equipment inspection and repairs
- Graffiti, fly tipping, fly poster removal
- Residual highway functions
- Culverts and water course inspection and maintenance
- Out of hours response

To ensure a high level of performance management within the Streetscene team. Leading by example, encouraging and motivating individuals and teams to achieve high levels of operational excellence and quality of service delivery and maximum team effort and output.

To maintain a positive, solution based approach, to managing operational service requirements and challenges and working with colleagues to balance operational resources to the requirements of planned and responsive services.

To ensure that the streets and public open spaces within Newcastle Borough Council boundaries are of a good standard of cleanliness and well maintained to meet statutory cleanliness standards as defined in the Environmental Act 1990, the Clean Neighbourhoods and Environmental Act 2005 and other associated legislation and organisational targets including green flag attainment.

Main Tasks/Duties/Responsibilities

1. To organise, supervise and support all employees within the designated team providing clear and unambiguous instructions to ensure daily tasks, team targets and service requirements are achieved.

2. To carry out employee appraisals/return to work interviews to support individuals to achieve their potential and maximise their ability to deliver a high quality service. Set 'stretch' work targets for all members of the team and ensure that targets are achievable and met
3. To ensure that work is prioritised and that written programmes are in place for the operational teams and to inspect and ensure that a high quality of service is produced and provided at all times.
4. Ensure all equipment is used safely and efficiently, making sure that all resources are used to maximum effect. To give detailed instruction in the safe and efficient use of machinery and plant adapted to the needs of the individual or team
5. To communicate with the other neighbourhood supervisors to ensure that the central pool of machinery and plant is used in a way that produces both effectiveness and efficiency throughout the Borough.
6. To delegate or carry out all Streetscene duties and responsibilities under their control.
7. To produce detailed breakdown and time measurement for each task or operation under their control.
8. To ensure that Streetscene employees are wearing the corporate uniform and required personal protective safety equipment required for respective activities at all times.
9. To ensure that risk assessments, safe systems of work, COSHH assessments are in place and that they are adhered to at all times.
- 10 To keep an inventory of all machinery and tools under their control and ensure that they are kept secure and that any losses or breakages are reported immediately to their line manager.
- 11 To bring to the attention of their line manager any neighbourhood / site safety issues that falls out of their control, ie damaged grid tops, footpaths.
- 12 Ensure that all individuals and team required documentation is completed correctly and passed to their line manager including work programmes, fly capture forms, service request completions, driver / vehicle log books etc
- 13 To collate statistics and other information for the development of the service, including information in relation to enforcement.
- 14 To positively contribute in the development and refinement of the Council's Streetscene objectives, identifying operational efficiencies and positively contributing to change management requirements.

- 14 To keep up to date with existing and changes to relevant Council policies and procedures and that they are followed and reinforced with all Streetscene team members.
 - 16 To attend meetings as required as a representative of the service and, if necessary, report thereon.
 - 17 To deputise for the Neighbourhood Manager when required.
 - 18 To assist and promote the aims and objectives to meet the council's Corporate Priorities.
19. To participate in weekend working (working any 5 days out of 7) when required

Occasional Tasks/Duties/Responsibilities

- 1. To participate in the emergency callout system if required.
- 2. Undertake work in response to unexpected emergencies, ie flooding, storms, civil contingency issues
- 3. Carry out duties which will include attending meetings outside normal working hours.

General

- 1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
- 2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means and as agreed annually through the Council's Performance Appraisal Scheme.
- 3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
- 4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
- 5. To be aware of and adhere to the Council's Equal Opportunities Policy.
- 6. To undertake any other duties as may be reasonably allocated to the post holder commensurate with the grading and responsibilities of the post.

Special Requirements:

1. The postholder will be required to work variable, seasonable working hours as required by the service.
2. The postholder must hold a full current, valid driving licence.

The postholder will be required to achieve CMI Level 3 Qualification in Management and Leadership within 2 years of commencement of the position

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.