# BRIGHTON & HOVE CITY COUNCIL JIN 4502

**JOB DESCRIPTION QUESTIONNAIRE**

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| **Job Title:**  | Senior Supervisor – Maintenance  |
| **Reports to:**  | Operations Manager |
| **Department:** | Economy, Environment and Culture  |
| **Section:**  | Cityclean |

**Purpose of the Job**

* To take responsibility for the day to day operations throughout the city for the maintenance and plumbing service for public toilets and toilets in buildings associated with Cityclean providing well planned, quality, efficient and safe work programmes to keep the Public toilets in safe working order.
* To operate within the context of a highly political and industrial relations environment.
* To undertake maintenance and plumbing work within Public Toilets and toilets in buildings associated with Cityclean.
* To contribute to continually improving and developing the service, keeping abreast of changes in the law, best practice and new technologies.

**Principal Accountabilities**

1. To support the Operations Manager/s to plan, organise, co-ordinate the day to day service operations and manage the work of city clean staff and agency staff engaged, e.g. Toilet Cleansing Operatives, Toilet maintenance plumbers, ensuring performance targets and service standards are met. To deputise for the Operations Manager when required.
2. To support the Operations Manager to provide daily supervision to maintenance staff in the Public Toilets service by undertaking 121 supervisions, return to work interviews. To support the management of performance; ensure appropriate PPE and training is provided and used accordingly and to liaise with employment agencies as necessary.
3. To maintain communication with all toilet cleansing and maintenance crews and staff across the city as required. This will include monitoring the operational radio systems both in the depot and whilst out in the city to ensure that tasks are allocated and completed within agreed timescales.
4. To troubleshoot by identifying Citywide problems with Public Toilets and working with Drivers, Operatives, Maintenance, Managers and other key stakeholders on long term solutions that address the root cause.
5. To ensure employees are aware of their role and responsibilities, carrying out their duties to the required standard safely including other matters such as health and safety, recruitment and selection processes and the line management of maintenance staff in accordance with the council’s procedures
6. Responsible for ensuring that all key information is communicated to staff and ensure they are motivated and empowered using the appropriate communications and engagement process e.g. team meetings, focus groups, etc.
7. To maintain regular contact with staff who are lone working, and to respond to incidents of Anti-Social Behaviour by taking statements and liaising with the police.
8. Working with other front line colleagues, identify training and development needs for staff and assist in the compiling of training plans with the relevant Manager and assist in delivery of the training where appropriate.
9. Draft service improvement plans and assist in the co-ordination of new projects to improve efficiency and effectiveness of the service, within a controlled budget.
10. Manage change in the work place which impacts on employees and residents, and implement new service innovations.
11. Ensure that all equipment, materials, stock, and services required by the team are always in place and safe to use, and that any shortfalls are identified and resolved
12. Provide guidance, information, and options to assist managers in making informed decisions on the service and strategy.
13. To identify and implement safe working practices in accordance with health and safety legislation, including creating risk assessments, safe systems of work and deliver H&S training.
14. Supervise and coordinate clean ups following big events in the city e.g. Marathon, Pride etc. and work in partnership with other agencies on programmes/events to address environmental crimes, improve waste management and the appearance of the city
15. Responsible for investigating and responding to queries and complaints from residents, Councillors and other Departments to the required standard and within the prescribed deadlines.

14. Be the professional face of the council attending meetings with residents, councillors and other organisations across the city, providing information on the services, addressing environmental crimes such as graffiti, and resolving service problems

1. Respond appropriately and sensitively to a wide range of written and verbal enquiries and complaints taking appropriate action to resolve as necessary.

16. Supervise additional staff in other areas and provide cover for in the absence of Operations Managers as required. This includes weekend and bank holiday cover.

1. Working in partnership with the Trade Unions to deliver improved services.
2. Keep up to date with the latest environmentally friendly and sustainable products, equipment and techniques identifying small fleet and equipment which may be suitable

**General Accountabilities**

To be prepared to implement the Council’s Equalities Policy at all levels appropriate to the job and must at all times carry out his/her duties with due regard to the Council’s Equalities Policy.

To uphold the Council’s and other department’s health and safety requirements particularly with regard to agreed codes of practice and safe methods of working.

The be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety of such employees and areas of the workplace as fall under the direct control of the postholder and for complying with legislation relating to such works and contracts as are within the direct responsibility of the postholder.

The postholder will be required to undertake such other duties appropriate to the grade and character of the work as may reasonably be required of him/her. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

The duties will be as set out in the above job description but please note that the Council reserves the right to update this job description, from time to time, to reflect changes in, or to, the job. You will be consulted about any proposed changes.

There will be other duties and requirements associated with the job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

**BRIGHTON & HOVE CITY COUNCIL**

**PERSON SPECIFICATION**

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### Essential Criteria

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| **Job Related Education, Qualifications and Knowledge** | * Detailed knowledge of Plumbing and Maintenance operations.
* Educated to a Plumbing City & Guilds level 3
* Detailed and extensive knowledge of the Environment Protection Act 1990
* Clean Neighbourhood and Environment Act 2005
* Health and Safety at Work etc Act 1974 and enabling legislation
* An in depth knowledge of The Water Supply (Water Fittings) Regulations 1999 to a level relevant to the role
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| Experience | * Significant experience within plumbing and maintenance industry preferably in a front-line operational service
* Significant experience of line management including performance management and managing attendance and training staff in safe systems of work
* Working experience of policies and procedures that support effective performance management and attendance management of a team.
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| Skills and Abilities | * Ability to demonstrate good leadership and positivity in the workplace, through their behaviour and everyday interactions with frontline teams.
* Ability to negotiate with individuals and groups over resources and performance, initiate challenging conversations and feedback and use diplomacy and tact to defuse confrontational situations professionally.
* Ability to use own initiative and prioritise workload without direction.
* Ability to apply quality standards / requirements relating to plumbing and maintenance.
* Excellent verbal communication skills including the ability to communicate tactfully and sensitively with residents, staff at all levels, and Councillors.
* Ability to work collaboratively as part of a team to deliver services in an effective and innovative manner.
* Ability to strike a balance between quality and productivity in line with agreed standards
* A detailed knowledge of Health & Safety practices as they apply to City Clean services.
* Good organisational skills to deliver on ad-hoc projects.
* Need to be I.T. competent especially with MS Office (Word, Excel)
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| **Equalities** | * Ability to implement the Council’s Equality Policy at a level appropriate to the job and must at all times carry out his/her duties with due regard to the Council’s Equalities Policy.
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| **Other Requirements** | * Full Clean Driving licence
* Ability to work unsocial hours on occasion including weekends
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