

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Supervisor (Integrated Services)
DIRECTORATE:	Climate Homes and Economy
SERVICE:	Environmental Operations (Day, Evening and Night Shift)
GRADE:	SO2
RESPONSIBLE TO:	Environmental Manager or Evening Environmental Manager
RESPONSIBLE FOR:	Day to day Supervisory responsibility for up to 100 operational staff

PURPOSE OF THE JOB:

To manage Environmental Operations activities across the street and the estate environments including, street cleaning, refuse collection, commercial waste, markets, graffiti removal, estates grounds and internal building cleansing. All other service activities connected with the work that Environmental Operations undertake is included, as well as any other that is commensurate with the role.

In this position you will be responsible for the management of front line staff. This includes providing staff inductions, training, allocation of work related tasks, monitoring of time keeping, checking work to ensure the required standard has been met and ensuring the published schedule and frequency of cleansing and cleaning is adhered to.

You will deal directly with both staff and vehicle allocation and have direct responsibility for managing sickness and work performance, issues of discipline, conduct and staff leave arrangements. Your daily responsibilities will include allocation of work, monitoring of work performance, ensuring staff are monitored regularly.

You will be responsible for completing health and safety assessments of work being undertaken, where this has previously been risk assessed, and for ensuring that any remedial action or further safeguards required are put in place.

You will undertake inspections of the street and estate environment and ensure that the internal block cleansing is undertaken as scheduled and meets the required standards.

To support the Senior Environmental Manager (SEM) or Assistant Senior Environmental Manager (ASEM) in the day to day management of all Environmental Operations and to deputise for him / her in their absence. You will assist with Special Events, Special Projects and all other associated activities.

To support the SEM/ASEM with the daily administration of the Waste Management/Street Cleansing Service and Estate Cleansing Services, including internal building cleansing and ensure that procedures and systems are adhered to and deadlines are met.

You will support the management team in the common objective of placing Hackney's Environmental Operations Service at the pinnacle in terms of performance, cost effectiveness and customer focus.

In this position the incumbent will have a key role in delivering the improvements required to ensure that the service meets its performance and financial targets

The Environmental Supervisor (Integrated Cleansing) is responsible for ensuring that the condition of his/her area of work, including estates grounds work and internal building cleaning, is maintained to a high standard at all times and that public complaints are kept to a minimum through regular monitoring and ensuring that all work is carried out to the set frequency and meets the required standard at all times.

The Environmental Supervisor (Integrated Cleansing) will be responsible for working any of the day, evening and / or night shifts as directed by the Borough Operations Manager. The 3 shifts that currently comprise the day, evening and night service, are 7am - 2.45 pm , 2 pm – 10 pm, 7 pm – 3 am & 10 pm – 6 am. Shift hours may be adjusted to suit the service needs.

There is a requirement to work weekends, on rota, which includes the days, evenings and night shifts.

Strategy & Planning

- To ensure that employees are fully aware of strategies and objectives relative to the service.
- To ensure the performance review mechanisms are utilised to monitor progress and achievement against key Performance Indicators, Objectives, etc.
- To challenge existing practices and take ownership of initiatives for service improvements and development and to take these through to successful implementation

Management Services & Delivery

- To take a proactive approach to managing and monitoring services under your control, ensuring that the frequency of cleaning set is maintained and that any omissions or failures are dealt with and rectified promptly.
- You have responsibility for organising your staff and work on a daily basis efficiently and to ensure services are delivered on time and within budget and to the specified standard.
- You have specific responsibility for ensuring the health, safety and welfare of your staff through good management, including ensuring staff are trained and competent to carry out their work tasks and that regular monitoring takes place to ensure compliance with safe working practices. You will correct any non –compliance of safe working practices immediately and bring this to the attention of your line manager and the Health and Safety Manager.

Communication

- To communicate in a confident, authoritative and assertive manner, that is in line with established policies, practices and priorities of the Council and enhances credibility.
- To communicate in a way which meets the needs of a diverse audience and in a way that has an effective influence.

Leadership and People Management

- To support senior management in the strategic vision for the service.
- To be an advocate of the council's and the service area's core values, specifically in relation to its aims and objectives and to promote these in your dealings with your staff on a daily basis.
- To operate and manage a performance orientated approach and culture ensuring that appropriate service plans, appraisals, supervision, and staff development systems are in place to achieve the service strategies and objectives.
- To inspire and motivate others to achieve the organisation's aims and objectives, providing support where necessary to improve performance.

Specific Accountabilities

- If required you will deputise for the Senior Environmental Manager or his/her assistant when necessary.
- To meet own personal appraisal targets
- To model attitudes and behaviours as set out in the Council's Code of Conduct
- You are responsible for the booking of staff and for organising and scheduling of the day, evening and/or nights and weekend shifts.
- You will manage manual worker holidays and ensure that there is a sufficient number of staff available with the relevant skills and experience, at all times, to maintain the required level of service.
- You will liaise daily with the temporary staff agency to ensure that the correct number of agency workers, with the relevant skills and experience, are available to cover for holidays, sickness and any vacant positions.
- You are to ensure that holidays and sickness levels do not adversely impact the service or lead to cancellations or delays in providing them.
- You are responsible for ensuring that the area and teams under your control consistently meet the required standards and targets set for the service.
- You are responsible for driving up productivity and the performance of the teams and individuals under your control.

- On a day to day basis monitor the performance of operational staff in accordance with the contract schedules and support the SEM/ASEM in rectifying any problems promptly.
- To support the SEM/ASEM in relation to their responsibility for dealing with staff performance, issues of discipline, attendance, welfare and health and safety issues, in accordance with Hackney's Policies and Procedures.
- To ensure that all appropriate paperwork i.e. performance monitoring, time sheets, attendance records, Daily Work Sheets are completed accurately and on time in accordance with the service and the Council's requirements.
- On a daily basis and in conjunction with the SEM/ASEM, assist with the organisational aspects of ensuring that all scheduled and ad hoc overtime is covered for weekdays, weekends, bank holidays, special events and cyclic work.
- You are responsible for the allocation and management of vehicles and equipment used within your area of control and for liaising with the fleet department on all transport issues relating to the services you provide.
- You are responsible for ensuring that all depot facilities provided for use by staff under your control are fit for purpose and safe. You will ensure that depot facilities and lock ups are secure at all times and the electricity, gas and water supply meets the minimum legal requirements. You will ensure portable appliances used meet the legal requirements and are professionally tested (PAT tested) annually.
- You will ensure that all internal notice boards in housing blocks are kept up to date with recent / relevant notices and that any out of date information is removed in a timely manner.
- You are responsible for ensuring that staff under your control are qualified and have been trained and assessed to drive or operate the equipment that they are required to use, before they take control of it.
- You are responsible for ensuring that agency staff "eligibility to work" has been checked with the supplying agency and that you have written confirmation from the supplier of the operative's entitlement to work before commencement.

- You are required to be available to provide support to the service outside of normal working hours i.e. weekends (on rota), at bank holidays and in the evenings.
- In support of the SEM/ASEM and the wider management team to take a proactive approach to identifying problems and finding solutions to matters that may have a negative impact on the overall performance of the service.
- When required you will undertake special projects, including enforcement work and non area specific duties and activities.
- You are responsible for the effective and safe management of resources and operations (people and equipment etc) across the borough.
- You will engage directly with resident and business associations and other stake holders, when required, to resolve complaints and other environmental issues brought to your attention.
- To be responsible for any investigations necessary in relation to staff conduct and performance matters, as well as customer complaints.
- Following investigations to prepare and present the management case at disciplinary hearings and other meetings
- To undertake Return to Work interviews and Stage 1 Sickness Reviews following staff sickness.
- You are responsible for the completion of time sheets and for the preparation of information for payroll purposes for both permanent and temporary staff.
- To take corrective actions to deal with poor work performance, conduct and attendance issues and to initiate formal action to deal with these issues if the situation is not rectified.
- To positively represent the service area and the Council when undertaking all aspects of your role.
- You are responsible for providing on the job training to manual workers under your control and for delivering toolbox talks when required.
- You have a responsibility for the health and safety of staff under your control and for ensuring potential safety risks are identified and immediately brought to the notice of your line manager.

- You will regularly monitor the work of your staff and their actions to ensure safe working practice and keep a record of the monitoring and any action taken.
- These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading and scope of the post.

Person Specification

POST TITLE: Supervisor (Integrated Services)

1. To have a thorough understanding and experience of delivering the various services within Environmental Operations and the working methods adopted by Refuse, Recycling, Markets, Street & Estate Cleansing Services and all other Environmental Operations activities.
2. To demonstrate an ability to organise staff, prioritise work and to be able to adapt in difficult situations.
3. To be able to relay service objectives and standards to individuals and teams in a manner that not only brings ownership and commitment, but establishes clear lines of responsibility.
4. To have the ability to motivate an operational workforce.
5. To have a proactive approach to the delivery of services by identifying and resolving issues that may have the potential to negatively impact on the overall performance of the service or area.
6. To have a methodical approach and the ability to accurately complete various forms of paperwork such as attendance records and timesheets.
7. To have the ability and the confidence to raise and where possible tackle under performance matters with staff direct.
8. To have the ability and the confidence to support management investigations into staffing and operational matters and where appropriate attend various meetings/hearings.

9. To have a personal and professional approach which generates credibility, respect and confidence amongst the workforce.
10. To have a good level of communicational and presentational skills.
11. Ability to demonstrate a strong desire to succeed in delivering high quality services.
12. Hold a full driving licence

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.