|  |  |
| --- | --- |
| Job description |  |

**Street Scene Supervisor – Street Scene - GYS Ltd**

**Reports to** Street Scene Assistant Manager

**Working environment Salary: £28,141.00 pa Salary Scale Point 019 Full-time, Permanent 30/44 hours per week** **-** 44 hours per week in peak season (six months – 1st April – 30th September) and 30 hours in off peak (six months – 1st October – 31st March) Mon-Sun. Shift pattern of 5 days on, 1 day off recurring during Summer, and 3 days on, 3 days off recurring during Winter. Full UK driving licence is required.

**Purpose of role**

Assist the Street Scene Assistant Manager with all management tasks associated within the street scene department. Coverage for Street Scene Assistant Manager duties as and when required. To assist, from time to time, with any refuse duties as directed.

**Key result areas**

The **Cleansing Supervisor** reports directly to the **Street Scene Assistant Manager** and will work on the following activities:

* **Street Scene**
* **Cleaning**
* **Bulky Collections**
* **Stock Management**
* **Vehicle and Equipment Management**

**Corporate Responsibilities**

* + - * Absence management documentation accurately and effectively recorded. Reporting issues such as misconduct, etc to relevant departmental managers.
      * AM/PM key distribution, allocation of available staff to rounds as per pre-planned rota and assign service request documentation appropriate crews.
      * Management of front-line operatives through efficient delegation whilst maintaining positive relationships.
      * Effective and accurate completion of private meetings with all staff for return to work or one-to-one meetings, making sure all conversation is evidenced and sent to appropriate departmental managers. Planning to execute meetings prior to employees commencing work following absence.
      * Manage employee annual leave requests and usage, communicating any issues to relevant management and making sure all documentation is accurately completed and filed.
      * Assisting with stock management and rotation, receiving of goods inwards and allocating to correct departmental storage area.
      * Managing and providing responses to environmental complaints/requests via email and maintaining effective communication with customer service team to alleviate operational issues.
      * Maintaining company standards pertaining to GRPR at all times and adhering to company policies and procedures.
      * Conducting crew/operational performance checks weekly, making sure all actions and required follow-up is either completed or reported to Street Scene Assistant Manager.
      * Must be prepared to cover front line staffing positions in the event of excessive sickness and/or absence.
      * Coverage for Street Scene Assistant Manager during periods of absence, with full reporting duties to departmental managers as and when required.
      * Assist, from time to time, with any refuse duties as directed.
      * Always maintain a level of professionalism and respectfulness towards other members of staff and management alike.
      * Attend any training courses appropriate to the post and needs of the business.
      * Comply with all statutory Health and Safety regulations and the Company’s Health and Safety Policy and Safe Working Procedures, including the wearing of Personal Protective Equipment and official Company uniform.
      * Undertake any other duties as directed by your line manager.

**Management Information**

* **These may change subject to consultation with the postholder.**
* **This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level or responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Other Duties**

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

|  |  |  |  |
| --- | --- | --- | --- |
| * **Person Specification** | | | |
| * **Category** | * **Requirement** | * **Essential or Desirable** | * **Assessment method** * **Application Form (AF)** * **Interview (I) Test (T)** |
| * **Experience/**   **Knowledge** | * Thorough understanding of relevant transport legislation including, driving hours and Working Time Directive. * Knowledge of employee Health & Safety obligations. | * Essential * Essential | * AF/I * AF/I |
| * **Qualifications** | * Skills in customer care and the ability to communicate effectively. * Basic literacy and numeracy skills. * Knowledge of Health and Safety requirements. | * Essential * Essential * Desirable | * AF/I * AF/I * AF/l |
| * **Competencies** | * Able to work alone or as part of a team. * Ability to accurately carry out verbal and written instruction. * Ability to follow Health and Safety instructions. | * Essential * Essential * Essential | * AF/I * AF/I * AF/I |
| * **Personal Qualities and Attributes** | * Self-awareness. * Openness, honesty, and integrity. * Personal resilience. * Ability to work under pressure. * Fairness and consistency. * Capable of carrying out Manual Handling tasks associated with the post. | * Essential * Essential * Essential * Essential * Essential * Essential | * AF/I * AF/I * AF/I * AF/I * AF/I * AF/I |
| * **Behaviours:** | * Effective communication. * Working together. * Taking personal responsibility. * Putting Great Yarmouth first. * Respecting others. * People focused. * Embracing change. | * Essential * Essential * Essential * Essential * Essential * Essential * Essential | * I * I * AF/I * AF/I * AF/I * AF/I * AF/I |