



# Role Profile

## Environmental Cleansing Supervisor

Reference No.	A4605	Type	Generic
Service	Environment and Building Services		
Job Family	Technical 6	Grade	FC6

### Purpose

Responsible for cleansing duties for roads, street, pedestrian ways, cycleways and recycling points at local area/ward level, including supervising teams of Environmental Cleansing Operatives. Responsible for the day to day operations and effective organisation and deployment of resources, i.e. employees, plant, machinery and substances, ensuring these are delivered in accordance with defined Service standards, procedures and Health & Safety regulations.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Managing the day to day operation of an area by providing leadership and direction to the employees ensuring that all works done meets with agreed work programmes and responsive/adhoc works.	Considerable management experience in a relevant field Delegation skills Current valid driving license	✓ ✓ ✓	
Ensuring that all daily worksheets/electronic devices from Supervisors are completed in accordance with procedure and that all accurate records and logs are properly implemented, managed and maintained.	Educated to CMI SCQF Level 6 Award in First Line Management or equivalent Ability to provide a regular and effective service	✓ ✓	

E = Essential Criteria    D = Desirable Criteria

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Carrying out fire safety audits of premises, accident reporting, assisting in accident investigations and monitoring/investigating claims of avoidable damage, taking appropriate action. Providing reports and management information as necessary.	Experience of taking action and taking responsibility for making key decisions (Deliver results - See 'How We Work Matters' Framework)	✓	
Utilising fleet tracking system to aid daily deployment of vehicles and resources to meet changing priorities and situations. Revise routing of vehicles where appropriate to maximise productivity.	Knowledge of bespoke IT packages and their application, e.g. GIS (Embrace technology and information)		✓
Inputting to the process of compiling vehicle specifications prior to tender and ensuring operational availability of fleet vehicles and compliance with the Service Level Agreement.	Problem solving skills (Take ownership)	✓	
Ensuring compliance with appropriate Health and Safety legislation and regulation, recording and taking action on non-compliance, e.g. PPE work wear, Hi-Vis where appropriate, EU driver Hours rules.	Knowledge and experience in Health & Safety	✓	
Carrying out risk assessments, COSHH assessments, and manual handling assessments.	Experience of Waste Management	✓	
Responding timeously and effectively with customer/stakeholder enquiries, requests and complaints.	Customer service skills (Focus on customers)	✓	
Contributing to the implementation, operation, monitoring and reporting of Service Quality Assurance Standards and systems.	Experience of participation in local, national working groups		✓
Assisting in the development, implementation and management of operational plans and business continuity arrangements.	Experience of supporting and delivering effective strategies to deliver organisational goals	✓	
Ensuring that service facilities are operational in accordance with the relevant legislation and Health and Safety guidelines.	Influencing skills	✓	

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Working with internal and external agencies to deliver required outcomes.	Experience of developing effective multi-agency/ partnership working	✓	
Supporting and developing staff within an area and ensuring efficient/effective delivery of service in line with Service and Area objectives, targets and resources available.	Leadership skills	✓	
Identifying, nominating, arranging and carrying out training, coaching and induction as appropriate.	Team Building Skills (Work together)	✓	
Carrying out investigations and taking appropriate action, e.g. disciplinary, complaints.	Conflict handling skills	✓	
Monitoring agreed quality standards against Service Level Agreements/expected results and assisting in the review of practices and procedures to bring about improved service delivery, customer satisfaction and more effective use of resources.	Performance management skills	✓	
	Knowledge of technical and professional standards across functional area		✓
Maintaining attendance management targets in accordance with agreed Council policy including preparing capability reports and providing reports on operational aspects of service delivery covering areas such as performance and attendance management.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
<p><b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.</p>	
Additional Information – the following information is available:	Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>