



JOB DESCRIPTION

JOB TITLE	Grounds and Environmental Services Supervisor
RESPONSIBLE TO	Head of Grounds and Environmental Services
RESPONSIBLE FOR	To work with and supervise our in-house teams and specialist contractors to provide great public open spaces, varied opportunities for sport and leisure and to exceed expectations in delivering cemetery and allotment services
GRADE	30 - 34
SALARY	£27,358 - £30,756
HOURS	37 hours per week
LOCATION	The White House, Leighton Buzzard

JOB PURPOSE

Leighton-Linslade Town Council is one of the largest town Councils operating in the town and parish sector.

We are looking for an experienced Supervisor to join the Grounds and Environmental Services.

To work with and supervise our in-house teams and specialist contractors to provide great public open spaces, varied opportunities for sport and leisure and to exceed expectations in delivering cemetery and allotment services.

Responsible for the day to day supervision of the Town Council's Grounds and Environmental Services team, contributing to the running of the Town Council's nature conservation and biodiversity functions, arboricultural service, park engagement by deploying the correct resource to carry out effective planned and non-routine operations across a wide range of grounds maintenance activities.

To co-ordinate and deliver an excellent grounds maintenance service maintaining and improving all aspects of the Town Council's owned public open spaces, sport provision, horticulture

To respond and develop effective partnerships with community groups and other key greenspace stakeholders. To actively work with the wider community and friends of park and allotment groups to ensure our parks and open spaces.

To implement the Town Council's compliance with all health and safety guidelines and legislation.

DUTIES AND RESPONSIBILITIES

Operational

- To ensure the completion of grounds maintenance operations including planting, pruning, hedge cutting, weeding, grass cutting, clearing leaf litter and refuse collection.
- To manage the day-to-day delivery of routine operations by deploying the correct resources to carry out effective operations across a wide range of grounds maintenance activities.
- To co-ordinate and deliver, effective non-routine grounds maintenance operations.
- To seasonally co-ordinate the leaf collection and watering operations and respond to peaks and troughs in grounds maintenance workload, to plan and respond to ad-hoc emergency situations such as the effects of adverse weather.
- To effectively control weed growth across the Town Council's owned assets in accordance with the Town Council's policies with particular emphasis on hard surfaces, maintained graves, flower beds and footpaths.
- To promote cross boundary working across the whole of the Town Council to ensure a flexible, multi-skilled workforce to help support the Council in the delivery of its event programme.
- To ensure that quality inspections are routinely carried out.
- To assist with the preparation and backfilling of graves, using mechanical equipment when required.
- To provide other grounds maintenance operations as required ensuring the grounds are kept safe, neat and tidy.
- In addition to the usual range of tools and equipment, the use of powered tools, handsaws, hedge cutters, generators, mechanical water pumps and light plant may be required.
- To report faults and defects to the Head of Grounds and Environmental Services for consideration and undertake remedial actions where practical to ensure a safe and secure environment for staff and visitors.
- Duties to be completed outdoors exposed to all weather conditions including extremes of temperature, wind, rain and snow etc.
- Work may be varied to attend to scheduled and unscheduled work demands such as exhumations and late running funeral services.
- A proactive personality in a dynamic and demanding environment.
- A flexible and positive attitude towards work.
- Ability to communicate effectively at all levels.
- To work closely with other areas of the Town Council to ensure efficient and excellent service delivery.
- To communicate with the public in a polite and courteous manner.
- To work cleanly and efficiently ensuring that the service is delivered in the most effective way.
- To identify particular problem areas and report these issues to the Head of Grounds and Environmental Services
- To keep true records of inventory and reorder stock as necessary

- The post holder will be required to provide other duties to support the requirements of the Head of Grounds and Environmental Services. The requirements will be consistent with the post and grade.

Health and safety

- To ensure compliance with all Health & Safety guidelines and legislation.
- To work with the Head of Grounds and Environmental Services and staff to produce and maintain a comprehensive portfolio of risk assessments.
- To undertake and monitor all mandatory training and health monitoring as determined appropriate by the Head of Grounds and Environmental Services.
- To ensure compliance with PPE and to carry out compliance inspections in the cemetery and other sites when required.
- To use and check that all work equipment is used in a safe manner according to risk assessments and manufacturers' safety information.
- To participate in first aid training, safety training and work related training.
- To carry out manual handling duties in a safe manner and according to training.
- To ensure that tools and equipment are maintained in a safe condition and returned to store.

Supervise day-to-day management of staff

- To work with the Head of Grounds and Environmental Services to manage the day-to-day supervision of staff including absence and timekeeping management, disciplinary and grievance, coaching and appraisals.
- To allocate and deploy the correct staff resources to deliver a high quality grounds maintenance service.
- To encourage and develop a flexible and empowered team willing to contribute to the wider Town Council initiative and Operational Services as a whole.
- To encourage effective communication between staff resulting in a participative, interactive and empowered manual workforce.
- To identify and enable in-house and external training for staff, particularly encouraging knowledge sharing across the department and talent management.
- To undertake and monitor all mandatory training determined appropriate by the Head of Grounds and Environmental Services.
- To carry out performance conversations with staff as necessary

Administration, Indicators and Committees

- To provide cemetery related administrative support and back up to Democratic and Central Services team where required.
- To provide detailed and timely statistics pertaining to the service.

- To work with the admin support and Head of Grounds and Environmental Services to monitor and respond to customer concerns, queries, complaints and compliments.
- To plan and document routine and non-routine tasks.
- To assist with the procurement of essential resources and process the relevant purchase orders and invoices.
- To provide the data necessary to report on the quality of service.

General

- Maintain confidentiality at all times in respect of Council-related matters and prevent disclosure of confidential and sensitive information.
- Adhere to all internal timescales.
- Understand the Town Council's governing policies and procedures (in particular Health and Safety and Data Protection) and understand your responsibility to comply with the requirements.
- Undertake any other duties of a similar level and responsibility as may be required.

PERSON SPECIFICATION

<i>Attributes</i>	<i>Essential</i>	<i>Desirable</i>
Qualifications /Knowledge	<p>Detailed and practical knowledge in an appropriate field with substantial supervisory experience.</p> <p>Thorough knowledge and Experience of grounds maintenance and cemetery operations.</p> <p>Cemetery qualifications COTs 1 and 2</p> <p>Sound knowledge of customer relations and customer care practice.</p>	<p>Health and Safety Qualification</p> <p>Current First Aid Certificate</p> <p>Qualification in Amenity Horticulture / supervisory management</p>
Skills and Behaviour	<p>High level of written and verbal communication skills.</p> <p>Ability to work under pressure and ensures that services are delivered excellently.</p> <p>Ability to motivate</p> <p>Ability to deploy resources within parameters of the service.</p> <p>Ability to work in partnership with local communities</p>	<p>Good standard of ICT skills including the use of MS Office</p>
Experience	<p>Proven experience of deploying the correct resource to carry out effective planned and non-routine operations across a wide range of grounds maintenance activities.</p> <p>Strong experience of dealing with the public to resolve concerns and complaints within the parameters of the Council policies and procedures.</p>	<p>Understanding of local government administration.</p>

Background Information

Annual leave 23 days

Annual leave after 5 years completed service 27 days

Annual Leave after 10 years completed service 29 days

Bank Holidays, plus 3 extra statutory days (in addition to annual leave entitlement).

Working Hours – hours will vary in accordance with the demands of the post. The Council operates a flexi-time scheme which requires working of core hours i.e. 1000 – 1200 and 1400 – 160 hours. Office opening hours are Monday – Thursday 0900 – 1700 hours, Fridays 0900 – 1630 hours.

Overtime is not permitted unless expressly agreed in advance by the Town Clerk.

Period of Notice – 3 months.

Casual user travelling expenses will be paid.

Leighton-Linslade Town Council is an equal opportunities employer.

This is a new post and this is a description of the job as it is envisaged. It is the practice of this Council to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. Management, in consultation with the employee, conducts this procedure. It is the Council's aim to reach agreement to reasonable changes, but if agreement is not possible the Council reserves the right to insist on changes to your job description after consultation with you.

Name of Postholder

Signature of Postholder

Signature of Line Manager

Signature of Town Clerk

Date