



## Job Profile

<b>JOB TITLE:</b>	<b>Caretaking Supervisor</b>
<b>GRADE:</b>	<b>POA</b>
<b>POST NO:</b>	<b>Post Specific</b>
<b>JOB TIER:</b>	<b>4 (Team Manager)</b>
<b>DBS CHECK:</b>	<b>None</b>
<b>DIRECTORATE:</b>	<b>Operational Assets</b>
<b>DEPARTMENT:</b>	<b>Repairs, Voids and Caretaking Services</b>

### REPORTING STRUCTURE

<b>Reports to:</b>	<b>Operations Manager</b>
<b>Direct Reports:</b>	<b>In Excess of 40 Caretakers</b>
<b>Indirect Reports:</b>	<b>40</b>

### ROLE PURPOSE:

To supervise the day-to-day delivery of the Caretaking Service, ensuring agreed team plans and performance targets are delivered and that a culture of putting our residents first and continuous service improvement is maintained.

# A. Job Description

## 1. People Management

- Responsible for the selection, development and performance of the caretaking teams in line with the Landlord Estate Standards and Council's HR policies.
- Ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- Ensure flexibility operates across the teams to address changing service demands
- Ensure that agency workers are utilised efficiently to support the delivery of the service

## 2. Customer Management

- Communicate with residents directly and to provide information to the Complaints and Risk Manager to assist with Members Enquiries, complaints etc.

## 3. Operational Service Delivery

- Deputise for the Operations Manager if required
- Oversee the day-to-day co-ordination and delivery of the Caretaking Service, including regular spot checks of activities and duties undertaken by the teams.
- Working closely with the Operations Manager ensure that staffing resources are adequate to deliver the service efficiently whilst trying to minimise overtime, working to a shift pattern to cover service hours.
- Responsible for ensuring health and safety requirements and all relevant legislation specialist, national or Council guidance is adhered to by the team.

## 4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLAs) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLAs are not met.

- Maintain a current service workforce plan including a succession plan for all key roles within own team.

## **5. Financial & Resource Management**

- Supervise the effective allocation of staffing resources to deliver the service on a day-to-day basis, working closely with the Operations Manager and agency worker contacts.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Ensure all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

## **6. Continuous Improvement**

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLAs) are maximised.
- Assist with the delivery of the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

## **7. Contacts**

- Primary contact will be with other officers within the Council, contractors and service users / residents and their representative bodies.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## **9. KEY PERFORMANCE INDICATORS**

- Delivery of agreed Team Plans.
- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFF saving targets.
- Staff performance & productivity metrics.

## B. Person Specification

### Caretaking Supervisor POA

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
ILM Level 3 or equivalent experience/skills/knowledge	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Hold a current UK Drivers Licence or always equivalent and have vehicle available for use.	✓	
Able to fully access buildings/building sites/ rough ground in order to carry out aspects of the role.	✓	
Experience of ensuring 'O' Licence requirements is adhered to in relation to service vehicles and their operation.	✓	
Experience of successfully supervising H&S issues within the workforce	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of successfully supervising a large team (of 30+)	✓	
Experience of performance-based supervision, including challenging behaviour through regular meetings, achieving positive outcomes whilst maintaining effective working relationships and service delivery standards.	✓	
Experience of working in a customer focused resident facing service.	✓	
Experience of working closely with a variety of stakeholders and teams across an organisation and with external contractors/partners.	✓	
Experience of using information systems to store and retrieve data to develop schedules and programme and to monitor quality performance.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Knowledge of current Health and Safety legislation	✓	
Knowledge of relevant waste services related legislation and statutory obligations, including 'O' Licence requirements.	✓	
Knowledge of quality assurance/quality management	✓	
ICT skills	✓	
Verbal and written communication skills for dealing with a variety of audiences	✓	
Ability to collect and analyse data to provide effective management information	✓	
Ability to work independently and as part of a team.	✓	
Experience of supervising the operation of a borough wide service or equivalent.		✓
Ability to co-ordinate route plans for waste services or similar service delivery.	✓	
Ability to work creatively and flexibly with others to ensure that service delivery standards are maintained.	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
<b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	