



Job Description

Job Title:	Operations Supervisor
Post No:	
Grade:	F
Location:	Swindon Road, Cheltenham
Responsible to:	Operations & Transport Manager (Tewkesbury)
Responsible for (jointly):	Team Leaders and Operatives

Part A: Job purpose

The post of Operations Supervisor is one of three posts reporting to the Operations & Transport Manager. The post holder will support the Operations & Transport Manager in terms of the areas of activity listed within Part C.

This job description operates in conjunction with the company's scheme of delegations.

Part B: Key result areas

1. Own personal management and development

- a) to be responsible for ensuring personal health and safety by following safe systems of work, and by meeting the requirements of the health and safety policy.
- b) to ensure that the company's equal opportunities policies are followed.
- c) to read and respond to corporate communications and information which is disseminated.
- d) to participate in the council's agreed performance appraisal system.

2. Staff Management and Development

- a) to assist the Operations & Transport Manager in the recruitment, induction and retention of employees and in the identification of immediate and future training needs.
- b) to maintain day-to-day control of operatives under the direction of the Operations & Transport Manager.
- c) to authorise employee timesheets and temporary agency timesheets with specified limits of authority.
- d) to record attendance, sickness, timekeeping and absence of employees and to authorise leave and other absence within the Scheme of Delegations.

- e) to contribute to the effective management of sickness absence, conducting and recording return to work interviews and taking appropriate action in accordance with the company's policies and procedures.
- f) to investigate reports and complaints of misbehaviour and/or negligence and take appropriate action in accordance with the company's policies and procedures, including the presentation of evidence at formal disciplinary hearings and employment tribunals.
- g) to assist the Operations & Transport Manager to deliver the company's agreed performance appraisal system and to ensure that employees are delivering services to specified standards.
- h) to provide operational and health & safety training to employees and temporary employees (bin lifts, reversing assistant, safe operation of plant and equipment).
- i) to assist and support the operatives under your direction, taking a hands on approach where necessary or where directed by the Operations & Transport Manager, and to ensure that effective communication takes place throughout the Division
- j) to contribute to the efficient and effective management of health and safety in accordance with the company's corporate Health & Safety Policy and in particular to complete and record risk assessments and develop SSW.
- k) to ensure that company communications (briefings, newsletters, key messages) and other relevant information is disseminated throughout the organisation.

3. Responsible for all physical resources and budgets allocated to the unit.

- a) to be responsible for ordering goods and services up to a maximum spend of £2,500 per order and to operate within overall budget limits.
- b) ensure all resources (including IT hardware and software) are used safely, legally and efficiently.
- c) to comply with standing orders, financial regulations and all other company policies and systems for ensuring financial probity.
- d) to hold secure ignition keys for all vehicles, plant and equipment and ensure that access is only permitted to qualified and licensed employees.
- e) to order temporary agency employees within limits set by the Operations & Transport Manager and ensure they are effectively, efficiently and safely deployed on approved operations.
- f) assist the Operations & Transport Manager in the management and security of all stock goods and materials including the receipt and handling of goods inwards and stock issues.

4. Professional / technical

- a) maintain personal professional/technical competence within the service area in part C.
- b) to maintain and access records using manual and computerised systems as appropriate.

5. Other responsibilities

- a) to ensure personal compliance with the Data Protection Act, Freedom of Information Act, Regulation of Investigatory Powers Act (RIPA) and any other specific legislation that impacts upon the organisation whether relating to personnel management or service delivery.
- b) to implement and comply with all aspects of the corporate health, safety and welfare policy. Ensure the safe working of operatives and sub-contractors, recording and investigating any breaches or incidents and carrying out and documenting risk assessments as appropriate.
- c) to carry out any other duties that may be required commensurate with the general level of responsibility for the post.

Part C - Specific Service Areas

- a) plan, organise and control programmes of works and ad-hoc service requests for waste and recycling, street cleaning, grounds maintenance and other services.
- b) ensure that quality service delivery takes place and that all work is carried out in accordance with company policies and procedures and is completed to the specified standard and contract requirements.
- c) to investigate incidents and service breakdowns as soon as they occur and take remedial action as soon as possible.
- d) assist the Operations & Transport Manager in the estimating and pricing of contract bids and ad-hoc quotations.
- e) conduct qualitative inspections (crew checks, NI195 etc) and take appropriate remedial action to ensure service and legislative standards are being met.
- f) deal with customer service requests and determine operational adjustments to ensure the needs of customers are met (e.g. assisted collection scheme, disabled park users, street clearances).
- g) participate in supporting community commercial and charitable events.

The post is responsible for the management of the following service areas :

- Grounds maintenance (limited)
- Cemetery maintenance (limited)
- Street Cleaning
- Wastes & Recycling Management