

**OPERATIONAL SERVICES SUPERVISOR – PARKS & GREEN SPACES
 ROLE PROFILE**

Role Title	Operational Services Supervisor – Parks & Green Spaces
Service Area	Operational Services
Hours per week	37 hrs (any4 & 5 day working patterns apply from any 7 days)
Rate of Pay	Band 3

Principal Role:

As an integral member of the Operational Services team you will be responsible for leading frontline services to the residents of the Wyre Forest in the areas of Operational Services, including Waste, Street Scene and Parks Operations.

You will be required to provide a lead role to ensure the area remains safe clean and looking good through effective place inspection and deployment resources specifically within the Parks and Open Spaces.

Required to lead and direct the team on the ground to ensure works are carried out safely in accordance with Health and Safety procedures.

Service Delivery:

- Work closely with other team members to assist in team and service objectives.
- Work closely with Service and Senior Manager is to assist in service objectives.
- Understand own role which may include project work.
- Operate as an effective and reliable team member to achieve own accountabilities and team objectives.
- To ensure a positive and flexible approach to the variety of tasks and work patterns within the role to meet customer and work demands.
- To operate with due regard to the Council's confidentiality policies, the Data Protection Act, Health and Safety etc.

Key tasks for which the postholder will be responsible:

- To provide a lead role within Operational Services and ensure the area remains Safe, Clean and Looking Good through effective inspection and deployment of resources.
- Required to undertake all aspects of front-line deployment across key service areas.
- To organise all the resources required to complete a task, getting everything to site and instructing/motivating the staff on site to ensure a high performance rate and minimising wastage as much as possible and in so doing achieving set targets.
- To undertake training and instruction as may be required by management to ensure the safe and efficient performance of the service.
- Undertake any Health and Safety training as relevant and wear protective equipment and clothing where required.
- Supervise routine machinery maintenance, ensuring correct and safe use of equipment and vehicles; to maintain and report on the level of equipment spares and the completion of maintenance records.
- Ensuring safe systems of work to Inc risk assessments and method statements are managed on site in accordance with Council Policy.
- As an employee you must comply with the requirements of the Health and Safety at Work Act 1974 and affiliated regulations. You are also required to comply with the Council's Health and Safety Policies and take reasonable care for the health and safety of yourself and of others.

- To have a flexible approach to the work required to be undertaken, to assist other employees and ensure that the administrative needs of the Service are met.
- To work outside normal office hours as the demands of the post and emergencies dictate, which will include weekend, Christmas and Bank Holiday working.
- To demonstrate commitment to the values of approachability, Accessibility, partnership working, customer care, personal development, effective communications, team working, equity and fairness, innovation and creativity and a can-do attitude.
- The post holder may be required to carry out any other duties and responsibilities within the scope of the post which may be allocated from time to time by the Head of Services or an authorised representative.
- Ensure the prudent management of all resources allocated to ensure Council policies and procedures are followed in relation to management of money and other assets.

Internal / External Customers

- To work with other service areas, other Councils, and external partners to optimise service delivery and income.
- To liaise with customers, partners, colleagues, and Councillors as well as attending meetings when required.
- To uphold exemplar levels of customer service, to promote customer satisfaction, service excellence, loyalty, repeat business and new clients.
- To display sound levels of business acumen in the execution of seeking new business opportunities, expanding existing services and driving increasing levels of business revenue.

Corporate

- To engage and promote Wyre Forest District Council Corporate Plan in terms of the stated, Vision, Values, Priorities, and Strategic Actions.
- To actively contribute to the Wyre Forest Forward programme and corporate agenda by upholding and promoting the Council's values and customer service principles.
- To be responsible for ensuring that data created, received or acted upon is of high quality in accordance with the Council's Data Quality Policy.
- To maintain the confidentiality of personal and sensitive information.
- To contribute to the Council's Emergency Planning and Business Continuity functions.

Special Projects

- To undertake special projects or respond to requirements for task and finish-based projects as and when they are required to improve the service.

Our Values

We are Working Together	We are Fair	We are Dependable	We put Communities first
We are one team, all working towards the Council's vision for the district	We treat people fairly; we are inclusive and embrace our differences	We do what we say we are going to do; you can trust us to deliver on our promises	We listen, we set targets for ourselves and the services we deliver