Role Profile

Role Title: Estates Regional Supervisor

Business Area: Customer Service
Department/Team: Maintenance – Operations – Estates
Reports to: Regional Delivery Manager
Direct Reports and span of control: DLO Operatives and external suppliers.
Dimensions (budget holder, level of contract/systems etc responsibility): Financial responsibility, Service delivery, client representative and Health and Safety

Created/Reviewed date: November 2019

Role Purpose

To supervise the delivery & performance of core grounds maintenance, arboriculture, caretaking & cleaning services on all Aster groups' communal open spaces (including Playgrounds) and Communal blocks. To ensure delivery of specification Service Level Agreements, programme of works whilst maintaining Health and Safety compliance to the highest standards. To attain a high level of customer satisfaction and liaison, ensuring open green space quality and value for money

Key Accountabilities

- To supervise teams of Estate Services trade operatives, ensuring that schedules are allocated and completed to the relevant service and industry standards, targets are met, and Health and Safety standards are strictly adhered to, all in liaison with Area Contract Manager.
- Assist with the recruitment of staff and help define schedule planning and deployment for the staffing required needed to fulfil current and potential contracts.
- Support and develop individuals and the team as a group within a context of continuous improvement; conducting, Toolbox Talks, 1:1's and operational team meetings to ensure productive two-way communication. Address performance issues in liaison with Area Contract Manager.
- Maintain day-to-day records relating to the delivery of the contract including post inspections, materials, maintenance of vehicles and plant machinery, Health and Safety and other Company activities as directed.
- Obtain quotations for additional works as required, ensuring that costs are in line with current expenditure and budgets. Then ensuring that works are carried out in line with agreed specification.
- Minor budget responsibilities of up to thousand pounds to allow for material purchase or one off contracted reactive jobs to be authorised and raised through the ROCC system.
- Maintain departmental project boards, databases, spreadsheets, word documents and provide expertise in respect to all relevant systems.
- Maintain strong working relationships with both our internal and external customers to assist with the effective delivery of service, processing initial customer queries and complaints relating to work of the Estates Service Team activities with the aim of resolving differences at the earliest possible opportunity.

- Oversee effective compliance with Health and Safety, ensuring that Risk Assessments, COSHH Assessments and other associated Health and Safety checks are undertaken before work commences and at other appropriate times, maintaining records, ensuring that staff are suitably trained and skilled in safe working practices and use of equipment. Undertaking periodic announced and unannounced checks to monitor compliance.
- Ensure that all equipment, vehicles (including HGV) and plant machinery are regularly checked for defects, serviced and well maintained and ensure maintenance has been recorded where defects are noted to take all appropriate action to report and initiate repairs.
- Manage the safe, orderly and secure storage of all equipment, materials and resources used by the teams, and with attention to the safety needs to hazardous machinery, substances etc. and approved disposal methods for hazardous waste.
- Have a full understanding of the specifications; drawings; plans; bills of quantity; method statements; risk assessments' COSHH assessments and work programmes.
- Attend neighbourhood forums, contract performance meetings and neighbourhood inspections as required and report findings to Area Contract Manager.
- Attend company classroom training and ensure that all e-learning (LMS) for direct reports is completed and kept up to date.
- Occasional requirement to cover absence in other regions as required.

Experience and Qualifications

The following experience and qualifications are essential to this role:

- Previous supervisory experience in a commercial business environment.
- Proven track record on delivering performance to deadline and committed to ensuring that high standards of work are delivered daily by both DLO teams and external suppliers.
- Ability to motivate, coach, mentor and effectively lead teams to ensure high standards are delivered on time, every time and within budget.
- Ability to communicate effectively with internal Departments and suppliers, able to handle enquiries in a confident, professional and competent manner.
- Good level of IT skills, including proficiency in Microsoft Office suite (primarily Outlook, Word and Excel)
- A good understanding of both basic Health and Safety legislation, Waste Disposal legislation and Environmental policies.
- Ability to undertake COSHH assessments, risk assessments and Safe Systems of Work.
- Able to interpret contract drawings and implement changes as specified.
- Awareness of current horticultural practices and plant identification.
- Full, current driving licence and flexible approach to working hours.

- Previous experience in a similar role working to a schedule set out by the company with the ability to communicate effectively with internal Departments, and be able to handle enquiries in a confident, professional and competent manner.
- Ability to follow and communicate instructions and working to COSHH and health & safety guidelines set out in the company.
- Reporting any issues to the Area manager whilst working in a team.
- Reporting any repairs that you might see out on site to the relevant contact point as set out by the company.
- A good geographical knowledge of the area.