

## Job Description

|   |  |
|---|--|
| <b>Job Title:</b><br><b>Strategic Team:</b><br><b>Service:</b><br><b>Business Unit:</b><br><br><b>Responsible To: (<i>day to day issues</i>)</b><br><b>Accountable To: (<i>line manager</i>)</b><br><b>Salary Grade: (<i>Spinal column points only</i>)</b><br><b>JE Ref:</b> | <b>Team Manager – Parks (Grounds Maintenance)</b><br><b>Parks and Grounds Maintenance</b><br><b>Parks, Street Scene and Green Infrastructure</b><br><br><b>Service Manager – Parks &amp; Grounds Maintenance</b><br><b>Service Manager – Parks &amp; Grounds Maintenance</b><br><b>Grade I SCP 28 – 31</b><br><b>SWIS052</b> |
|---|--|

### Job Summary

As a Team Manager in the Parks & Grounds Maintenance service function, you will play a vital role in ensuring that the members of your team are well managed, happy at work and effective. You will be responsible for their wellbeing at work, for carrying out performance reviews, interviews and recording all holiday and employee information. It is important that you develop a culture of positive thinking, can do attitude and fun within your team.

Safety is an absolute priority for **SWISCo** and you will ensure that your team understand this. You will ensure that Health and Safety is a key element in the way in your team works and create a way of working that puts Health and Safety front and centre of everything the team do.

As a leader within SWISCo you will be part of a Leadership Team which drives the culture and effectiveness of the business ensuring SWISCo operates innovatively, profitably, and delivers against the targets set for it by Torbay Council and its communities and residents and most importantly is considered a good place to work.

The team you manage will be responsible for delivering a range of tasks to ensure the parks, gardens and grass areas of Torbay look attractive and well maintained, are safe and clean, and the people who use them enjoy them as much as possible.

Most of the tasks your team carry out are regular duties and these include

- Strimming, Mowing and Leaf Blowing with handheld power tools
- Cutting Hedges and Shrubs with power tools
- Ripping out, planting and weeding flower beds

From time to time you will be expected to work elsewhere within Torbay or carry out different tasks to what you normally do.

You will be expected to work outside on occasions to help the team and more importantly show visible leadership to demonstrate safe and effective ways of working and to understand the work your teams are expected to undertake.

You may be outside in all weathers and will be on your feet carrying or lifting. The sites where you will work have some uneven ground and a number of hazards such as moving vehicles, drug paraphernalia, dogs and insects.

You will be provided with Personal Protective Clothing that you will have to wear at all times and a range of training in methods of safe work that you must carry out.

It is important that you are friendly and helpful to the people you meet who are generally polite and will be appreciative of the work you are doing, whilst dealing effectively with any concerns or queries that they may raise.

You will be driving work vehicles on and off the road and will so safely and make sure the vehicle is looked after and kept clean and tidy.

You should be proud of the work you do in this role as it will help make SWISCo a great team and Torbay a great place to live work in.

## **1. Key Purpose of Job**

- 1.1. To be responsible for the day-to-day deployment of crews ensuring effective delivery.
- 1.2. To be responsible for and oversee the operation of the designated service site, crews and locations to maintain compliance with all legislation and regulations related to the service.
- 1.3. To support in the delivery of transformation, whilst supporting the sustainable delivery of an effective, efficient, and compliant service.
- 1.4. Recognise, promote, and drive forward efficiency savings whilst maintaining service delivery.
- 1.5. To work with the Service Managers, Key Partners, and stakeholders to achieve planned outcomes on both a long and short-term basis internally and community wide.
- 1.6. Recognise opportunities for business growth, including pricing, resourcing, and feasibility.
- 1.7. To promote a Health and Safety culture, and employee wellbeing.
- 1.8. To lead by example and secure employee engagement.

## **2. Anticipated Outcomes of Post**

- 2.1. An efficient, effective and professional service that, as a minimum, meets the national and local performance targets and delivers high quality outcomes for Torbay and its residents.
- 2.2. That Torbay's residents receive an efficient and timely service in line with the performance standards set out in the Service Level Agreement with Torbay Council.
- 2.3. To support Service Managers to reach agreed targets for the provision and quality of the service.
- 2.4. Day-to-day Management of staff members ensuring task allocation is undertaken consistently, with equal opportunity and in line with SWISCo HR policies and procedures.
- 2.5. That SWISCo, the service and Torbay Council are recognised for efficient service delivery in the community.
- 2.6. The service remains legally compliant.
- 2.7. One team one goal

### 3. List Key Duties and accountabilities of the post

- 3.1. Work closely on a day-to-day basis with managers and other team members to promote and ensure efficient communications at all levels within the team and service as well as between departments.
- 3.2. To lead on all Employment related matters pertaining to designated staff including but not limited to management of investigations, conduct, disciplinary and capability issues.
- 3.3. To provide day-to-day supervision of staff in order to maximise and utilise them efficiently. To include organising work schedules to ensure the appropriate staff numbers are available for the operational tasks required.
- 3.4. Ensuring all staff are briefed on the roles and responsibilities required of them, administer talks as and when required, including inductions.
- 3.5. Ensure the team operations meet with SWISCo's safety, performance and operational targets. To include maintaining effective understanding of health and safety with regard to safe working practices to ensure that teams are given adequate training/advice and that this is recorded.
- 3.6. To support with the delivery of service improvements and the implementation of efficiency changes that improve performance.
- 3.7. To maintain effective working standards, time recording and resources, to ensure effective delivery of service provision in line with the established timeframes.
- 3.8. Support the implementation of new or changed policies and process to support the alignment of working practices with legislation and business needs.
- 3.9. Work with the service manager to develop innovative service ensuring adequate practices are in place for Company procedures, codes of practice and statutory provisions.
- 3.10. Providing regular communication to the senior management to maintain effective service delivery and highlight issues that may adversely affect service delivery for prolonged periods.
- 3.11. Making, facilitating, and fostering effective relationships that support a team ethos.
- 3.12. Support with effective complaint management by ensuring that all facts, context and data is made available to managers to ensure an adequate response to any complaints can be made in accordance with policy and published procedures.
- 3.13. To ensure that SWISCo operates and maintains employee resourcing effectively and to establish safe and effective working practices.
- 3.14. Motivate and lead teams effectively as well as recognise any training needs, along with providing active encouragement to support achievement. To do this by providing clear goals and standards that need to be achieved.
- 3.15. Actively engage with other team members within the business to ensure a collaborative and seamless integration of service provision to both internal and external customers.
- 3.16. An effective Health and Safety culture is fostered and maintained.

#### **4. Budgetary / Financial Responsibilities of the post**

- 4.1. Financial responsibility for providing services in line, however, should be able to recognise efficiency savings and report these to senior management in a documented way.

#### **5. Supervision / Line Management Responsibilities of the post**

- 5.1. Have direct Line Management of 15 – 20 staff members and be part of the SWISCo leadership team along with Service Managers and other Team Managers
- 5.2. Undertake regular appraisal of staff performance (using appraisal processes and Competency Framework), prepare service specific training plans and monitor Continuing Professional Development of staff having regard to Health and Safety at work, HR policies, business needs and budget.
- 5.3. Review of training requirements is undertaken to ensure that staff are effective in their roles and updated of any changes so that they can perform effectively.
- 5.4. To ensure corporate and consistent process are undertaken and followed.

#### **6. Working Environment & Conditions of the post**

- 6.1. Jointly office 30% and non-office/outdoor 70%.
- 6.2. Potential adverse weather conditions.
- 6.3. Possible site visits to scenes of accidents or events.

#### **7. Physical Demands of the post**

- 7.1. Normal office function requirements 30%
- 7.2. Some physical effort is required for this 70%
- 7.3. Potential traversing of uneven ground

#### **8. Specific Resources used by the post**

- 8.1. IT equipment and mobile IT Tablet .
- 8.2. Driving of fleet vehicles
- 8.3. Operation of plant and machinery

#### **9. Key Contacts and Relationships**

##### **9.1. External**

Torbay Council departments  
Nearby District Councils  
Suppliers  
Contractors  
Community engagement/partners/volunteers

##### **9.2. Internal**

Operational teams/Service Managers  
Finance team  
Senior Management Team  
Human Resources  
Directors and Board of SWISCo

## 10. Other Duties

10.1. To undertake additional duties as required, commensurate with the level of the job.

## Other Information

- a) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- b) SWISCo operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the SWISCo, or associate company buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and SWISCo or associated company vehicles.
- c) SWISCo does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
- d) The post-holder is expected to familiarise themselves with and adhere to all relevant SWISCo Policies and Procedures.
- e) The post-holder must comply with SWISCo Health and Safety requirements as outlined in the H&S policy appropriate to the role.
- f) The post holder may be required to move their base to any other location within the company at a future date.
- g) The post-holder must be committed to the SWISCo Core Values for employees as defined in the employee handbook - Evidence will be sought during the probation and appraisal processes.
- h) If you are required to use your own vehicle on SWISCo business or drive a SWISCo vehicle you will be asked to provide information which will be audited on a quarterly basis and undertake any required assessments.
- i) You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose 'unspent' convictions
- j) SWISCo is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

## Person Specification

|                   |                     |                       |  |                 |   |                       |                   |
|-------------------|---------------------|-----------------------|--|-----------------|---|-----------------------|-------------------|
| <b>Job Title:</b> | <b>Team Manager</b> | <b>Strategic Team</b> | <b>Parks &amp; Grounds Maintenance</b> | <b>Service:</b> | <b>Parks, Street Scene &amp; Green Infrastructure</b> | <b>Business Unit:</b> | <b>SWISCo Ltd</b> |
|-------------------|---------------------|-----------------------|--|-----------------|---|-----------------------|-------------------|

| <b>Essential Skills and Effectiveness:</b>   | <b>Desirable Skills and Effectiveness:</b>   |
|--|--|
| <ol style="list-style-type: none"> <li>1. Effective people management and leadership skills.</li> <li>2. Proven ability to supervise, lead and motivate staff.</li> <li>3. Effective IT skills and the use of Microsoft and 365, to include the use of bespoke software and hardware platforms.</li> <li>4. Ability to effectively price work and provide quotations</li> <li>5. Able to demonstrate effective collaborative working with others including those from other departments and partner agencies. To include being a team player.</li> <li>6. Possession of effective analytical skills in order to problem solve and then implement relevant solutions successfully. To use such analytical skills in order to challenge existing practices and seek value for money alternatives to deliver long and sustainable economic benefits.</li> <li>7. Possession of and can demonstrate effective numeracy skills.</li> <li>8. Effective organisational skills as well as being able to apply effective attention to detail.</li> <li>9. Effective skills in order to prioritise and manage own time, workload to meet targets and demand, to include conflicting deadlines.</li> <li>10. Able to work on own initiative proactively and with the minimum of direction.</li> </ol> | <ol style="list-style-type: none"> <li>1. Understanding of MS Teams and Office 365.</li> </ol> |

|  |  |
|--|--|
| <ol style="list-style-type: none"> <li>11. Excellent interpersonal and communication skills to include the skills required to handle sensitive issues sympathetically and effectively.</li> <li>12. Effective negotiation skills when dealing with suppliers, (agency), staff and members of the public.</li> <li>13. Provision of effective leadership to include the use of excellent and commercially based decision-making skills.</li> <li>14. Proven ability to engage persuasively with staff at all levels to influence a successful outcome.</li> <li>15. Possess investigative skills with the use of a probing and inquisitive nature.</li> <li>16. Effective communication skills in order present information to others concisely and consistently.</li> <li>17. Possession of impeccable customer relationship and service skills in order to demonstrate a customer focused approach.</li> <li>18. Able to formulate and present data to support evidence led decision making.</li> </ol> |  |
|--|--|

| <b>Essential Knowledge:</b>  | <b>Desirable_Knowledge:</b>  |
|--|--|
| <ol style="list-style-type: none"> <li>19. Strong and effective knowledge of Health &amp; Safety legislation</li> <li>20. Effective knowledge and understanding of how to manage, including all aspects of people management and accurate record keeping.</li> <li>21. Knowledge and understanding of effective leadership qualities and practices.</li> <li>22. Practical knowledge and understanding of legislative and statutory obligations which affects the service area of responsibility.</li> <li>23. Effective knowledge, understanding of data protection and confidentiality.</li> </ol> | <ol style="list-style-type: none"> <li>2. Working knowledge of supervisory techniques.</li> <li>3. Understanding of effective management practices in terms of planning to achieve agreed targets and objectives and providing leadership.</li> <li>4. Awareness of the commissioning process, including commissioning agreements and SLAs.</li> <li>5. Awareness of quality control methodologies.</li> </ol> |



|  |  |
|--|--|
| <p>24. Effective knowledge and understanding of report writing and how to present such reports and data.</p> <p>25. Effective knowledge and understanding of HR practices and procedures, to include equal opportunities.</p> <p>26. Effective knowledge and understanding of how-to performance manage resources to enable successful outcomes.</p> |  |
|--|--|

| <b>Essential Experience/Achievements:</b>  | <b>Desirable Experience/Achievements:</b>  |
|--|--|
| <p>27. Previous supervisory and leadership experience.</p> <p>28. Experience of working in a time critical environment.</p> <p>29. Experienced in the delivery of systems, policies and procedures that ensure compliance and service improvement.</p> <p>30. Experienced in performance monitoring and working within a performance driven organisation and against Key Performance Indicators or other performance related targets.</p> <p>31. Experience of problem solving to successful outcomes.</p> <p>32. Able to demonstrate in-still trust to staff members at all levels, clients/customers and the general public.</p> <p>33. Experience of demonstrating and promoting equal opportunities.</p> | <p>6. A proven track record of implementing innovative and wide-ranging solutions.</p> |

| <b>Essential Qualifications/Professional Memberships:</b>   | <b>Desirable Qualifications/Professional Memberships:</b>  |
|---|--|
| <p>34. Educated to A Level or equivalent standard or has equivalent organisational knowledge and experience.</p> <p>35. Professional qualification within the field minimum level 4 NVQ/HND</p> <p>36. Full Drivers Licence</p> | <p>7. Evidence of continued professional development</p> <p>8. Membership of relevant professional body.</p> |

### Essential – Other requirements of the job role

- Ability to carry out the physical requirements of the role (i.e. manual handling, outdoor working)
- Ability to travel efficiently around the Bay in order to carry out duties
- Ability to accommodate unsociable hours
- Ability to accommodate occasional homeworking