Role profile – Estates Services Supervisor (Horticulture)

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| **Role Summary** |
| The role is as a member of the frontline leadership team. It will hold responsibility for:   * Helping ensure tenant and personal safety is at the heart of what we do. * Leading a mobile, integrated service delivery team; * Working with colleagues to achieve performance, quality and contentment targets; * Providing a high quality estate management service; * Maintaining an inspection regime for cleaning services and communal health and safety; * Demonstrating the values and desired behaviours of IDS; |
| **Principal Accountabilities** |
| * Operate Sweeper and draw up and implement cleaning schedule; * Carry out, as directed, gardening works; * Develop and work with resident groups to provide ‘Gardening clubs’ or groups. * To schedule and oversee a high quality cleaning service that meets agreed service standards; * To schedule and manage an inspection regime that maintains standards, and communal health and safety compliance, fully utilising digital technology; * To manage the follow-up and resolution of defects and health and safety issues; * To lead a team of cleaners and be responsible for their health and safety, ongoing training and development; * To develop and maintain client relationships with third parties delivering estate services to ensure the quality of the service provided meets agreed standards; * To organise estate services provision flexibly across sites (standard working hours 8.00am to 4.00pm) and to deliver a service that provides an agreed level of cover over weekends and Public Holidays (as necessary); * To oversee the management of mechanical equipment (including sweeping, jetting and window cleaning) and provision of cleaning materials; * To be the primary point focus for estate services and for seeking tenant involvement in service planning, feedback and scrutiny; * To provide high quality performance information and feed back to stakeholders. |
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| |  | | --- | | **Values & Core Competencies** |   **Values**   * One Team * Trust * Agile   **Core Competencies**   * Manages Performance to Deliver Results * Communicates Effectively * Delivers Service Improvements and is Customer focused * Values Others * Develops Self and Others * Works Effectively as part of a Team * Role Specific Competencies – which will be agreed with your manager  |  | | --- | | **Person Specification** | |  |  * Management of estate service provision and delivering excellent customer services; * Team leading frontline cleaning staff; * Responsibility for quality management of estate services provision; * Responsibility for communal health and safety compliance; * Management of contractor relationships and quality of service delivery; * Excellent working knowledge of Health and Safety law and processes; * Team leading within a collaborative team environment to deliver sustainment solutions; * Team leading within a mobile, digitally enabled environment.  |  | | --- | | **Required Postholders Outcomes** | |  |   To achieve:   * To deliver a high quality estate service to agreed service standards and contentment targets; * To deliver compliance with agreed communal health and safety standards; * To deliver a monitoring and inspection regime that ensures agreed standards and levels of health and safety are maintained; * To ensure defects and health and safety issues identified are followed-up and resolved; * To ensure estate services delivered by third-party contractors meet quality standards and represent good VfM from contractors; * To achieve agreed performance, quality and contentment targets for Estate Services; * To deliver high quality performance reporting and feedback to stakeholders; * To demonstrate the core values of IDS at all times. |