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;
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| **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

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| **Person Specification**  |
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* 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.

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| **Required Postholders Outcomes**  |
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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.
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