Post Title: Public Realm Supervisor

Grade: GLPC – F

# Job Purpose

To promote the Council’s vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

The post holder will lead and supervise a team of frontline colleagues, maintaining and improving greenspace across the City (namely HRA Estate, Public Highway and Parks).

To lead on day to day operational performance and quality on Ground Maintenance sites through strong supervision and mentorship, driving the productivity and quality of service delivery with frontline teams.

To take oversight of the Public Greenspace, Parks and Grounds Maintenance across City and to make recommendations to Managers, Partners and Stakeholders including outside agencies. In particular, in smarter working and or practices and how improvements could be made.

This postholder may also work evenings, nights and weekends and may be part of service requirements, including rotored on-call standby arrangements.

# Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours,

linked to the following four themes:

* **Individual Leadership**: by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
* **Equality Diversity & Inclusion**: by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council’s Code of Conduct.
* **Change & Innovation**: by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
* **Collaboration**: by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

# Specific Duties

1. To motivate, inspire, direct and supervise operational frontline teams to get the best out of staff and developing their potential, providing the opportunity for colleagues to be involved and contribute to service development.
2. To supervise the day to day performance of the team, and to be responsible for the effective delivery of work through organisation, deployment of labour, procurement and allocation of plant and materials to meet the service standards. This will include;
   * Processing and updating work records in relation to Grounds Maintenance
   * Responsible for ensuring agreed team productivity goals are achieved
   * Responsible for ensuring workmanship of team complies with specification requirements.
   * Ensure timekeeping requirements are adhered to and certify staff timesheets
   * To drive service improvements in quality and outputs
3. To support the Public Realm Lead, to actively praise excellent performance and challenge poor performance of front line colleagues - to be prompt in raising initial concerns of conduct of colleagues with your line manager.
4. To support the Public Real Lead, in effective induction and training of new employees to ensure competent and safe operations ensuring compliance with service guidelines and H&S legislation including: Safe Operating Procedures, Risk Assessments and COSHH guidance and developing and reviewing these documents according to service needs.
5. To support the Public Real Lead, ensuring to check and challenge new starters through their probationary period, documenting their progress and agreed actions.
6. To support the Public Realm Lead, in ensuring all absences are recorded on Oracle Fusion accurately, in the completion of RTWs, Annual Leave etc. As necessary, support your line manager with any escalations, OH referrals and consistent attendance management support.
7. To supervise the health, safety and welfare of the team - to undertake regular Health and safety monitoring and quality assurance checks, including participating in ward walks and estate inspections, and use the findings to develop work plans and effectively allocate resources depending on need, regularly monitoring performance.

1. To be available to be included on a standby rota for Grounds Maintenance and the broader Resident Services, including weekend, evening and bank holiday working.

**Numbers and grades of any staff supervised by the post holder:**

Supervision of up to frontline 20 FTE (Grade D – E)

In addition, subcontractors and associated resources.

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by:**

**Chris Keane, Head of Highways**

**Date: May 2025**

## Person Specification:

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| AREA OF RESPONSIBILITY | **REQUIREMENT** | | MEASUREMENT | | | |
| A | | **AC** | D |
| **Individual Leadership** | Takes personal accountability for own development. | |  | | 🗸 |  |
| Drive and motivation, ability to deliver against challenging objectives. | | 🗸 | | 🗸 |  |
| **Change and Innovation** | Confidence and ability to put forward ideas for change. | |  | | 🗸 |  |
| Ability to be creative, to be able to identify problems and work to create solutions. | | 🗸 | | 🗸 |  |
| **Collaboration** | Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships. | |  | | 🗸 |  |
| Evidence of actively working with others to improve collaboration internally and externally. | | 🗸 | | 🗸 |  |
| **Equality, Diversity, and Inclusion** | An understanding of why it’s important to consider equality, diversity, and inclusion in all that we do. | | 🗸 | | 🗸 |  |
| Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people. | | 🗸 | | 🗸 |  |
| **Technical Skills and Knowledge** | Demonstrable experience of effectively supervising front line grounds maintenance operations and the safe management of the broader public realm. | |  | | 🗸 |  |
| Knowledge of legislation associated to Grounds Maintenance works, standards and regulations appropriate to the work. | |  | | 🗸 |  |
| Evidence of ability to plan Grounds Maintenance work for teams, being able to deploy resources - labour, plant, materials and equipment effectively. | |  | | 🗸 |  |
| Ability to lead the frontline team on a day to day basis and steer all aspects of the work activities to optimise delivery and quality of works. | |  | | 🗸 |  |
| Experience of and ability to use technology in a field based environment. | |  | | 🗸 |  |
| Experience and knowledge of fleet management and vehicle maintenance procedures and requirements for Grounds Maintenance. | |  | | 🗸 |  |
| Knowledge and experience of complying with Health and Safety requirements and ability to ensure the safety of self, colleagues and the public. | |  | | 🗸 |  |
| To be available to be included on a standby rota for Grounds Maintenance and the broader Resident Services, including weekend, evening and bank holiday working. | |  | | 🗸 |  |
| **Qualification requirement** | * Grounds/horticulture qualifications including apprenticeship/NVQ Qualifications * Minimum 2 years’ experience as Skilled * NRSWA Training Streetworks Certificate * City & Guilds PA1PA6 – Application and handling of herbicides * Institute of Occupational Safety & Heath Certificate (IOSH) * Full UK driving licence – Category B | | 🗸 | | 🗸 | 🗸 |
| **A - Application** | **AC – Assessment Centre** | **D – Documentary** | |

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