



Neighbourhood Operations Supervisor

Salary: Band 7 - £32,061 - £36,363 p.a. (£12,997 - £14,741 pro rata)

Hours per week: 15 - Saturday & Sunday 15:30 - 23:30 (winter) & 16:30 - 00:30 (summer). Working outside of these service hours may also be required.

Location: Port Royal Street Housing Depot

Contract type: Permanent

The Service:

The primary role of the Green & Clean service is the cleaning and gardening of all communal housing areas. Our purpose is "to help keep the city safe, clean and tidy and provide advice/support when needed".

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and if they reflect who you are and how you work then this could be the role that meets your expectations.

Why work for us?

- Make a difference to your community
- Join a large and dynamic organisation
- Uniform and PPE provided
- Local government pension scheme

What is the role?

- To assist the Estate Operations Manager in leading a team, training, and supporting staff in meeting the Estate Services purpose.
- Whilst most allocating of roles is managed centrally you will be responsible for allocating jobs at times, prioritising tasks and making informed decisions.
- Recording high volumes of cleaning and gardening demand onto the Green & Clean database.
- Being the first point of contact for an entire team of lone-workers and responding in a timely, appropriate, and supportive manner.
- Managing annual leave and sickness reporting for your team; including conducting return-to-work interviews and inputting onto computer database.
- Providing training and support to the team to meet the purpose of the service. This will include being out on site "in-the-work" with staff members to ensure everything is working efficiently and effectively.
- Maintaining, and ordering stock and equipment to ensure your team can fulfil their roles.
- Using data from our computer systems to further your local knowledge about our housing estates in order to inform your decisions about where to allocate resources.
- Demonstrating, coaching, and ensuring safe methods of work to staff in line with health and safety legislation, service specific rules and risk assessments.

- Managing complaints from service users you will need to be able to resolve problems that are beyond the remit or capacity of the team, e.g., working with other departments to address anti-social behaviour issues, or working with specialist contractors to ensure we meet our purpose.
- Occasionally when required you may need to carry out cleaning and gardening tasks. This will involve the use of manual and powered equipment.

Who is the person?

You need:

- To be a motivated, hard-working reliable and conscientious individual able to self-manage, use initiative where necessary and take pride in the work.
- To be a confident and calm person, able to effectively manage challenging situations in a challenging environment.
- To be able to consistently make good decisions, prioritise effectively, take responsibility for actions, and learn from any mistakes made.
- To be able to communicate effectively.
- To be flexible and able to adapt to changing work situations as due to the varying nature of the workload and demand which hits the service you may be required to work outside the normal core hours.
- To have good organisational and IT skills, including use of databases and Microsoft Office suite. Understanding how to use data to inform decision making.
- A full clean UK driving licence.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).