

**Job Description**

**Grounds Maintenance Supervisor**

**Who are we?**

Community Gateway Association (CGA) is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding area. We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes and communities. We are tenant-led, community-focused and pride ourselves on delivering high quality services.

**Our Values**

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| **A logo of handshake in a circle  Description automatically generated** | **WE PUT TENANTS AT THE HEART OF ALL WE DO**  We know, value and respect our tenants, and work with them to make a difference. |
| A pink circle with a thumb up  Description automatically generated | **WE DO THE RIGHT THING**  We act with honesty and integrity, we ask questions and think differently, and do the things that matter. |
| **A blue circle with a notepad with check marks  Description automatically generated** | **WE OWN IT**  We take responsibility for our own actions and we deliver on our promises. |
|  | **WE AIM HIGH**  We are creative and resourceful, constantly seeking improvements to achieve the highest possible standard. |
|  | **WE ARE ONE TEAM**  We value and support each other, build positive relationships, and work together to achieve more. |

**Your role**

This role is responsible for the day-to day supervision of colleagues within the Grounds Maintenance and Environmental Services Team and external contractors, ensuring an emphasis on high quality service that delivers value for money.

**Your Team**

This role is part of the Asset Management Team, whose overarching purpose is to deliver efficient, value for money repairs and maintenance services, including grounds maintenance to our customers properties and communities. Ultimately ensuring that we meet the Decent Homes Standard and delivering exceptional customer service, making our communities a safe, healthy and enjoyable place to live.

**Your Manager**

This role reports to the Asset Programme Manager.

**Your Key Responsibilities**

* To provide a consistently high standard of customer service to all internal and external customers, ensuring high levels of customer satisfaction are achieved.
* Manage and oversee the operational delivery of the Grounds Maintenance and Environmental Services function, ensuring effective management of resource to meet performance targets and compliance actions.
* Support the Grounds Maintenance Senior Lead in scheduling green space maintenance across all our community areas ensuring good horticultural practice whilst ensuring excellent health and safety practices are maintained.
* Monitor and oversee the work of the Environmental Services team including:
  + ensuring block cleaning and inspection duties are carried out as per agreed schedules,
  + the removal and disposal of debris and dumped waste from communal areas and estates, following appropriate procedures
  + the removal of graffiti from internal and external areas using appropriate materials and equipment as required through to completion
* Ensure maximum efficiency and effectiveness of the team, regularly reviewing systems, equipment, practices and procedures to ensure they are fit for purpose and deliver expected results.
* Monitor and supervise external contractor performance against predetermined programmes of work and take any remedial action.
* Lead on rechargeable services ensuring fair access to support for customers with vulnerabilities, working with internal teams with regards to recharge income, tenancy management and safeguarding concerns.
* Work in partnership with other business areas such as Voids and Housing Pathways to support their Grounds Maintenance and Environmental Services needs.
* Ensure work in respect of day-to-day operations is completed in compliance with Health and Safety legislation and arrangements, and a positive health and safety culture is promoted.
* To monitor team budgets and highlight any areas of over/underspend to line manager.
* To provide information for reports, communications articles and customer communications as required.
* The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role.

**Corporate Responsibilities**

* To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them.
* To follow all CGA’s Health and Safety policies and procedures, promoting and ensuring a healthy, safe and secure working environment for all.
* To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.
* To speak out when you see something that is wrong or that we can improve on.
* To maintain confidentiality and adhere to General Data Protection Regulations (GDPR).
* To remain vigilant about cybersecurity and report any concerns.
* To use all resources appropriately and efficiently.
* To attend and positively engage with all mandatory training.
* To always represent Community Gateway in a positive light and uphold our values and behaviours in all activities.

**How your performance will be measured**

* Objectives and targets set in your Annual Check-in (Performance Appraisal)
* Achievement of team Key Performance Indicators
* Delivery of Team Plan objectives



**Person Specification**

**Grounds Maintenance Supervisor**

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|  | **Essential** | **Desirable** |
| **Your Experience and Track Record** |  |  |
| Significant experience of people management in a supervisory role |  |  |
| Experience of working collaboratively with customers and colleagues |  |  |
| Experience of working in social housing or a similar sector |  |  |

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| **Your Skills, Abilities and Knowledge** |  |  |
| Ability to communicate well – both verbally and in writing - with a wide range of stakeholders including tenants, colleagues, senior managers and members of the public |  |  |
| Proven ability to develop and maintain effective professional relationships with customers, colleagues and stakeholders in all positions. |  |  |
| Good knowledge of Microsoft Office (including Word and Excel) to maintain spreadsheets and prepare reports etc |  |  |
| Proven ability to make sound evidence-based operational decisions | ✓ |  |
| A broad understanding of grounds maintenance / environmental activities |  |  |
| A good understanding of health and safety practices (including best practice) in a maintenance / construction setting |  |  |

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| **Your Qualifications and Training** |  |  |
| IOSH Managing Safely or willingness to achieve on appointment |  |  |
| A current valid driving licence and access to a car with business insurance |  |  |

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| **Your Approach to Customer Service** |  |  |
| Demonstrate a positive attitude and an excellent customer focus | ✓ |  |
| Demonstrate excellent interpersonal and customer service skills | ✓ |  |
| Demonstrate understanding and empathy with the needs of diverse groups and individuals | ✓ |  |
| Exceptional listening skills and professional curiosity to really understand what service is required | ✓ |  |

**Values and Behaviours**

Our values guide how we do things here at CGA. We expect all colleagues to demonstrate their commitment to our values and uphold our behaviours in how they carry out their day-to-day work.

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| **DBS check required for the role** (please tick) | | | | |
| None | DBS Basic | DBS Enhanced | DBS Enhanced with Adult Barred | DBS Enhanced with Child Barred |
|  | **** |  |  |  |

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| **Employee Signature** |  | **Date** |  |

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