Role profile

**Estate Supervisor**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Neighbourhood Services |
| **Reports to** | Housing Operational Manager |
| **Job family** | Operational Services |
| **Grade**  | F |
| **Political restricted?** | N |
| **DBS required?** | N  |
| **Date**  | March 2025 |
| **JE Code** | JE2292 |

Key deliverables

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| **1** | To lead, coordinate and motivate a caretaking team, ensuring key objectives are achieved, including the monitoring of productivity, performance and staff behaviours so that high standards are met, including overseeing the lone working device portal and regularly running telematics reports and reporting on the outcomes. |
| **2** | To be responsible for the effective management and oversight of contracted services on estates, including waste collection, bulky goods removal, grounds maintenance, pest control and the health and safety of the estates and areas under the designated areas assigned to the team. |
| **3** | Ensure effective records are maintained by the Caretakers with highlighted areas of improvement and associated action plans. Working with Caretakers to ensure they deliver to agreed outcomes and actions across estates and HRA garages sites. |
| **4** | To ensure all Caretakers are compliant with Health and Safety requirements, including training. Keeping sighted of the quality of work delivered by the team by undertaking estate and block inspection ‘spot checks’ and audits. Developing a feedback loop to ensure issues are addressed, managed effectively and lessons learned. |
| **5** | To deal with stage 1 complaints and enquiries and ensure that they are responded to within MKC timescales, and that due consideration is given to the quality of responses and services received by residents and internal stakeholders |
| **6** | To implement action plans and take a problem-solving approach to tackling specific issues. This will include partnership working, where appropriate, with colleagues, including internal and external agencies. |
| **7** | To take responsibility for ordering equipment and supplies following MKC procedures and developing processes to ensure the team use and maintain equipment and fleet vehicles in accordance with MKC policy. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Ability to demonstrate strong management skills including people and risk management. |
| **2** | Ability to use I.T. packages and equipment to monitor performance, stock control and work processes. |
| **3** | Ability to communicate effectively with customers, and colleagues giving clear information about a wide range of housing and other services |
| **4** | Ability to assist with ad-hoc manual handling tasks including carrying large / bulky items. |
| **5** | Holding a clean driving licence with the ability to drive fleet vehicles. |

Job family

**Operational Services (Grade F)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the city council owns and/or manages. They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders will use their experience and formally certificated technical knowledge, to exercise the initiative and autonomy to plan and supervise the work of others and deal with a range of problems and challenges during normal operations.

**The knowledge and skills required**

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. They will need speed, dexterity and co- ordination to effectively carry out their duties.

Formal training in the technical or specialist area is usually expected at this level. In addition, job holders will have enough specific work experience to allow them to deal authoritatively with a wide range of queries and problems. There will also be a requirement to fully understand the organisational context of the work of the team, ensuring that standard policies and procedures are consistently adhered to.

**Thinking, planning and communication**

Problems will require the job holder to analyse information and make judgements about workflow priorities, straightforward technical matters and other day to day issues. They will make short term plans to achieve agreed performance targets in the context of wider team objectives.

The type of information exchanged will be varied and sometimes complicated when related to technical matters. Job holders will interact with a range of audiences from colleagues to service users or members of the public. They will need to provide explanations and advice or offer reasoned options for consideration.

**Decision making and innovation**

Job holders will use their enhanced knowledge and autonomy to make decisions regarding the organisation of the team’s workload and the response to the problems and issues that arise. They will also deal independently with the more unusual matters that present themselves, although they will refer serious issues to a supervisor or manager.

**Areas of responsibility**

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks. They will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Job holders may have some financial responsibility which might include regular cash handling or spending small sums from an agreed budget.

The responsibility for the city council’s physical and information assets will be significant. Job holders will be accountable for the maintenance and proper use, by themselves and others, of high-value equipment, buildings and premises, or other similarly crucial assets.

**Impacts and demands**

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will need general awareness and sensory attention to their immediate surroundings, but they will also be required to work through lengthy periods of enhanced mental attention, for instance when attending to the administrative or work scheduling duties.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.