

**Grounds and Property Maintenance Crew Supervisor**

**JOB DESCRIPTION**

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| **JOB TITLE:** | Grounds and Property Maintenance Crew Supervisor |
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| **ENTERPRISE:** | Outwork – a Turnaround Project enterprise |
| **SALARY:** | £26,644 |
| **RESPONSIBLE TO:** | Head of Enterprise Operations |
| **DURATION:** | Permanent. |
| **LOCATION:** | Operational base in Belfast but delivering contracts at various locations. |
| **HOURS OF WORK:**  **HOW TO APPLY:** | 40 hours per week. |

**ABOUT THE TURNAROUND PROJECT:**

The [Turnaround Project](http://www.theturnaroundproject.org) helps people who have been given prison or community sentences to turn around their futures. Working with people before and after they complete their sentences, and providing real jobs in transitional employment opportunities, Turnaround works to tackle the barriers between them and employment. In the process, Turnaround engages the wider community in supporting people on their journey and reducing the social and financial impact of reoffending.

Our approach seeks to address as many of the factors that impact on that journey as possible. But transitional training and employment opportunities, before and after people complete their sentences, sits at the centre of what we do.

Those transitional training and employment opportunities are provided within social enterprises established and run by the Turnaround Project. Real training and real jobs, in real enterprises.

Transitional employment is different to conventional employment, with our enterprises providing a supportive environment that recognises the particular challenges faced by many of the people we exist to support. That means we look for staff who believe in our values, and who have the right mix of skill, empathy, flexibility and commitment that is necessary to make our enterprises a success.

We need people who will work to make our enterprises a commercial success – we need to sustain our income if we are to provide people with jobs. But we also need people who will share our determination to make the journey through Turnaround a success for our trainees and employees. Like any other enterprise, we need to generate income. But our most important bottom line is how many people we have supported to turn their lives around.

**ABOUT OUTWORK:**

Outwork is our property services enterprise. Outwork typically operates in crews of three staff working under an on-site Supervisor. We deliver contracts for clients who want us to do as good a job – or better – as any other commercial provider.

Those contracts include grass-cutting; hedge-cutting; maintaining and planting beds; hard surface cleaning; weed-spraying; litter-picking and cleaning of indoor areas such as communal hallways.

Over the last three years we have expanded from having two part-time Supervisors to two full-time Supervisors and two Supervisors’ Assistants. With additional contracts now secured, we are seeking to recruit a third full-time Supervisor. We will also recruit a part-time ‘relief’ Supervisor to help us manage periods of leave and spikes in demand for our services.

**ABOUT THE JOB:**

Our Grounds and Property Maintenance Supervisors’ primary responsibility is to ensure that our crews deliver for our customers. They ensure that when Outwork commits to delivering a contract, we do so. That involves personal drive and commitment and utilising their skills and personality to get the very best out of the crew that they are leading on the ground.

The Supervisors are also responsible for ensuring that appropriate health and safety measures are in place and observed wherever Outwork’s work crews are deployed.

Working in a small organisation, the Supervisors are also required to work closely with colleagues within the Turnaround Project to develop the enterprise and advise on relevant policies and procedures.

**KEY DUTIES AND RESPONSIBILITIES**

1. To directly supervise all trainees and staff working in Outwork’s work crews.
2. To ensure delivery of Outwork’s commitments to our clients, in line with agreed contracts and timescales.
3. To ensure that all appropriate health and safety measures are in place to safeguard Outwork’s trainees, staff and anyone else involved on sites in which Outwork’s work crews are deployed; and to contribute to the ongoing development and monitoring of Outwork’s Health and Safety policies and procedures.
4. To identify and provide for the training needs of Outwork trainees and staff (either directly or by working with Turnaround Project staff to source externally).
5. To ensure that all operational equipment is monitored and maintained in line with Outwork policies.
6. To liaise with and oversee any external contractor engaged in the delivery of Outwork’s contracts, including monitoring of standards of work.
7. To assist in estimating and pricing potential contracts.
8. To liaise with other Outwork and Turnaround Project staff to ensure the successful delivery of the Turnaround Project’s wider aims.
9. To operate at all times to the highest standard of personal behaviour, leading by example to demonstrate the Turnaround Project’s values.
10. To develop and maintain positive working relationships with relevant partners and stakeholders to support the ongoing development of the Turnaround Project and delivery of its strategic aims.

**Other Duties**

1. To be prepared to undertake tasks usually assigned to other staff (paid or volunteer) in their absence.

**GENERAL RESPONSIBILITIES:**

* The key responsibilities above give a broad outline of the functions of the post. However, these duties must be approached in a flexible manner. The post holder will be expected to adapt to changing circumstances and undertake other duties appropriate to the grade of the post as allocated by their line manager as part of working in a small team to deliver Turnaround’s aims. The outline of responsibilities may change from time to time.
* To adhere to existing work practices, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
* To attend and contribute to staff meetings as appropriate, and one-to-one supervision meetings when required.
* To demonstrate commitment to Turnaround by regular attendance and the efficient completion of all allocated tasks.
* To work with information technology and associated systems in accordance with Turnaround Policies and Procedures.
* To co-operate with Turnaround in complying with relevant health and safety legislation, policies and procedures, in the performance of the duties of the post.
* To carry out duties and responsibilities of the post in compliance with Turnaround’s equal opportunities policies.
* To maintain confidentiality and observe data protection and associated guidelines where appropriate.

The Turnaround Project works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role.

The post holder must operate at all times to the highest standard of personal behaviour, leading by example to demonstrate the Turnaround Project’s values and maintain its good reputation.

The post holder will strive to preserve good working relationships with Staff, Volunteers, Trainees and the Trustees, keeping the appropriate key personnel well informed of significant matters relating to the organisation.

\*This post is subject to satisfactory Access NI disclosure. In line with our recruitment of Ex-Offenders Policy people with criminal records are encouraged to apply and will be considered.

**THE TURNAROUND PROJECT’S VALUES:**

As an employee the postholder will be expected to commit to demonstrating the following values, to which all of our Trustees, staff and volunteers are also committed in their engagement with the Turnaround Project:

1. We create **opportunity.**

*Each of us has opportunities to learn, grow and play a part in our community. We work to enable, encourage and support each other by creating opportunities to build new futures.*

1. We nurture **hope.**

*Each of us is more than our pasts. We use our past experiences to guide us and strengthen us, but we don’t allow them to define us or limit our futures.*

3. We **respect** each other.

*Each of us should be treated with respect and dignity. Whatever our backgrounds, we value each other, respect differences, and work together to achieve our goals.*

4. We are committed to **inclusion.**

*Each of us has strengths and has a positive contribution to make within our community. We all learn from each other and use our experiences to improve our own and other people’s futures.*

**Person Specification – Grounds Maintenance Supervisor**

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|  | 1. **Essential Criteria** – in order to be appointed to the role you must have the following: | **How these will be assessed** |
| **Qualifications / Experience** | A minimum of:  1.1  A minimum of at least one years’ relevant experience in Grounds Maintenance / Amenity Horticulture / property maintenance / similar, including the use of mechanical plant and equipment, attachments and tools.  1.2  A minimum of two year’s relevant experience of developing and supervising others to deliver Grounds Maintenance / Amenity Horticulture / property maintenance / similar projects. | CV / Interview  CV / Interview |
| **Knowledge/Skills** | * A good understanding of Health and Safety practices * Good organisational skills * Good at working with people, including people from different backgrounds | CV / Interview |
| **General** | * 1. Hold a full (i.e. not provisional) current UK driving licence. This criterion may be wavered, if a disability prohibits driving. In this case, please demonstrate how you would meet the transport requirements of this post. | CV |
| **General** | * Available to occasionally work evening and weekends, as and when required. | Interview |
|  | 1. **Desirable Criteria** – while the following criteria is not essential, it may be used by the panel to help shortlist people to be invited for an interview. | **Method of Assessment** |
| **Qualifications / Experience** | **EXPERIENCE**   * 1. Hold a driving licence that permits car and trailer combinations in Category B+E.   2. Experience of working with people who have experienced barriers to employment / long-term unemployment. | CV / Interview |

**SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT**

**Hours of Work**

The postholder will be required to work the hours specified in their contract. The current post is advertised as full time.

While Outwork will seek to ensure that the weekly hours are on a consistent pattern of days the postholder may be required to change from their normal working rota to cover sickness, absenteeism, holidays and future changes in operational requirements.

**Additional Hours**

Depending on business growth and demands, Outwork may be in a position in due course to offer additional hours, but the postholder will be entitled to decline additional hours if offered.

Any additional hours worked in excess of the normal working week will be with the agreement of line management and will be paid at the same rate as the core hours per week.

**Salary**

The salary for this position is £26,644. Salaries are paid monthly on the 25th of each month.

**Work Location**

The postholder will be required to operate from Outwork’s operational base in Belfast, but the role will involve supervising work crews delivering contracts at various locations.

**Period of Employment**

The postholder will be employed on a permanent contract.

**Holiday Entitlement**

Annual Leave entitlement will be 25 days per year.

**Customary holidays**

The Turnaround Project recognises the following customary holidays with pay:

New Year’s Day, St. Patrick’s Day, Easter Monday, Easter Tuesday, May Day, 12 July, 13 July, Christmas Day, Boxing Day and New Year’s Eve.

**Pension**

The Turnaround Project offers a pension scheme to all employees. The Pension is provided by NEST. The employer contribution is 3% and the employee contribution is 5%.

**Probation**

The appointment will be subject to a probationary period of 3 months at the end of which time, subject to a satisfactory standard being achieved, the appointment will be confirmed. The probationary period may be extended depending on performance.

**Termination of employment**

The postholder will be required to give one full calendar month notice in writing terminating on the last day of the month.