

JOB DESCRIPTION



Localities Supervisor (Ref 1881)

Service Area

Leisure and Locality Services

Reports to

Leisure and Locality Services Manager

Direct reports

Seafront Inspector x 2
Markets Supervisors x 2

Total Managed

4

Purpose of the Role

To ensure there is effective management of the Leisure and Locality services:

- Car parks
- Promenades
- Markets

Manage all facility services, including the Seafront Inspectors. Liaise with the Council's Strategic Directors other Service Managers and Councillors on all matters relating to contracted services and facility management.

To ensure that all areas of responsibility operate in accordance within the parameters and limits of the agreed policies, systems, financial controls, procedures and practices operated by the service.

To ensure that all services and related activities are properly planned and organised so that the agreed plans objectives and outcomes are delivered effectively.

Key Result Areas

1. Assist the Leisure and Locality Services Manager to manage and operate the Council's car parks to the required standard, liaising with the Borough Council of Kings Lynn and West Norfolk as per the car parks contract
2. Liaise with Property Services to agree the planned maintenance schedules for the car parks and promenades, and to report all reactive maintenance via the Concerto system
3. Be the Council's lead officer contact in the management of the Markets at Cromer and Sheringham, including the management of staff

4. Be the Council's lead officer contact in the management of the resort promenades, including the management of staff
5. Be responsible for the delivery of high quality resort management services so as to provide an attractive and safe environment on our promenades
6. Maintain effective relationships with key stakeholders, local Ward Councillors and Town/Parish Clerks for all activities in their area.
7. Ensure budgets are properly planned and expenditure monitored in line with corporate and service requirements and variances are monitored monthly and discussed with the Group Accountant.
8. Ensure all activities are supported by written processes which ensure and sustain the delivery of good quality service related outcomes. Ensure there is a clear audit trail to support all decisions and procurement of services.
9. Ensure all contractors and suppliers maintain the Council's requirements and standards relating to Health and Safety and Equalities and Diversity practice.
10. To take reasonable care of the Health and Safety of yourself and other persons who may be affected by your actions, or omissions at work.
11. Any other work required and as directed within the confines of the existing grading and post.

PERSON SPECIFICATION



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Locality Services Supervisor (Ref 1881)				
		Essential	Desirable	How Identified
Experience/ Knowledge	Experience in locality operations		✓	Appl Form/ Interview
	A sound knowledge and understanding of issues relating to the management of car parks, promenades and markets	✓		Appl Form/ Interview
	Demonstrates understanding of working in a customer focussed environment with knowledge of good customer care	✓		Appl Form/ Interview
	Experience of managing staff and facilities	✓		Appl Form/ Interview
	Knowledge of health and safety and risk assessments	✓		Interview
	Understanding and experience of managing budgets		✓	Interview
	Experience of community engagement	✓		Application Form
Qualifications	A good standard of education, up to GCSE grade C	✓		Application Form
	Qualified to Drive	✓		Application Form

		Essential	Desirable	How Identified
Skills	Excellent communication and organisational skills	✓		Appl Form/ Interview
	Project management Skills		✓	Appl Form/ Interview
	Customer service skills	✓		Appl Form/ Interview
	Good judgement and analytical skills	✓		Interview
	Good IT skills including Word and Excel	✓		Interview/ Presentation/ Test
	Innovation and initiative	✓		Interview
	The ability to prioritise and manage conflicting and competing priorities	✓		Interview
	Strong people management skills	✓		Interview
	Promotion and marketing skills	✓		Appl Form/ Interview
	Tact and diplomacy	✓		Application form
	Facility management skills	✓		Application form
Aptitude and Disposition	'Can-do' attitude	✓		Interview
	Able to work with a diverse range of people	✓		Interview
	Assertive		✓	Interview
Personal Circumstances	Able to work evenings and weekends	✓		Application Form
	Has access to personal transport on a daily basis	✓		Application Form