

# Job Description

**JOB TITLE:** Site Supervisor

**JOB LOCATION:** Taunton

**RESPONSIBLE TO:** Site Manager

## Introduction

The Site Supervisor will oversee the effective supervision of all CDST Ltd facilities. This includes the delivery of quality services at Compass Wellbeing, our community centre with Hydropool, Sensory Room, Therapy Rooms, Activity Rooms and Community Café, Taunton Shopmobility and the offices and meeting rooms of Compass Disability Services.

## Objectives

To assist the Site Manager in the professional delivery of quality services through effective supervision of the facilities team and the maintenance and monitoring of healthy and safe working practices.

## Main Duties

1. To oversee the completion of all tasks as detailed on the Facilities staff, reception and Shopmobility job descriptions.
2. Rota planning to ensure adequate facilities staffing in order for the office, Wellbeing Centre and Shopmobility to provide quality services.
3. To supervise the day to day activities of the Facilities and Shopmobility teams, and the catering team in the absence of the Catering Supervisor, allocating tasks as relevant and monitoring performance/compliance in order to maintain standards.
4. To ensure that all Facilities and Shopmobility team members, including volunteers, have the appropriate skills and experiences in order to deliver exceptional levels of customer service and maintain the facilities in line with the needs of customer expectations, health and safety, data protection and other legislative requirements.
5. To support the Site Manager to carry out a full organisation and role specific induction as per policy and procedure for all new staff and volunteers.
6. To support new staff in the successful completion of their probationary period as per procedure, including the agreement of expectations, delivery of training and the completion of training records.
7. To carry out effective appraisals and supervisions with the facilities team in order to ensure that their personal development needs are addressed as per the Appraisal and Supervision policy.
8. To provide support to any staff member participating in a learning activity in order for the staff member to maintain motivation and overcome any barriers to learning. Liaising with external assessors to ensure that relevant learners are able to achieve the necessary standards to complete their apprenticeship/qualification.
9. To work with the Site Manager to ensure that all facilities volunteers are mentored appropriately, ensuring that there is a mutually beneficial experience for both the volunteer and the organisation.

Date updated: 12/02/2018	By whom: Michelle Edwards	Version number: 3
Location: Z:\Compass Files\Staffing and Recruitment\Job Descriptions\Site Supervisor Job Description.doc		

10. To support the Catering Supervisor in the delivery of quality catering services, managing the kitchen in their absence and ensuring that exceptional levels of hygiene are maintained at all times.
11. To support the Site Manager to maintain healthy and safe working practices, specifically through the maintenance of the health and safety logs ensuring that all checks are completed and remedial action taken as necessary.
12. To ensure team members and customers follow all instructions relating to health and safety at all times, full records are maintained and checked and any breaches escalated to the appropriate person.
13. To ensure all area checklists are completed, problem areas identified and appropriate action taken to rectify and prevent reoccurrence.
14. To ensure that facilities are cleaned and presented appropriately, using the correct chemicals and equipment and are available for customer use as required.
15. To ensure tills are cashed up, all monies stored securely or banked in line with cash handling procedures.
16. To provide up to date and accurate analytical reports as required by the management team.
17. To act as the named or appointed person responsible for first aid in the workplace, maintaining up to date records of training and the monthly first aid box stock check.
18. To have a comprehensive understanding of all Compass Disability Services projects.
19. To participate in the development and implementation of appropriate Work Plans.
20. To be involved in the development and maintenance of relevant policies, quality assurance systems and procedures.
21. Maintaining the security of the buildings through the completion of the opening/closedown checklist.
22. To support the provision of a comprehensive IT system through the resolution of day to day IT issues and to communicate with external IT support services to resolve more detailed issues.
23. To manage complaints and negative feedback, ensuring that issues are resolved quickly in order to meet customer expectation and reports submitted in line with procedure and action taken to prevent reoccurrence.
24. To communicate an effective handover to oncoming senior team members, ensuring that they are aware of expected footfall, any concerns or ongoing issues and any tasks that are incomplete.
25. To be fully aware of and able to fulfil your role as detailed in the Fire Evacuation procedure.
26. To maintain a positive and professional image of the organisation at all times.
27. Be aware of and adhere to Compass Disability Services' policies and procedures at all times.

Date updated: 12/02/2018	By whom: Michelle Edwards	Version number: 3
Location: Z:\Compass Files\Staffing and Recruitment\Job Descriptions\Site Supervisor Job Description.doc		

28. To abide by the rules and guidelines as laid down in the Staff Handbook.
29. To remain aware of, and abide by, current legislation, organisation policy and the eight principles relating to Data Protection.
30. To be vigilant to potential safeguarding concerns and respond in accordance with the Safeguarding Vulnerable People Policy and Procedure.
31. To commit to the necessary training and development activities in order to fulfil the role and your potential.
32. Attendance at staff meetings, external events and other meetings as required.
33. Travelling is not an integral part of this role and as such you are not permitted to drive on work related business using your own vehicle unless you are able to comply with the standards laid down in the Use of Private Vehicles for Company Business Policy.
34. Any other duties considered necessary to further the aims of the organisation.

This Job Description is subject to continuous review and therefore the main duties may change on a temporary or permanent basis from time to time.

### **PERSON SPECIFICATION**

#### **The Criteria for the post are:**

Must be able to demonstrate an understanding of, and a commitment to, disability equality and equality of opportunity for all people in the community.

A friendly, outgoing and positive personality with excellent communication skills.

Competent user of MS Office products (such as Word, Excel, and Access) and experience of Internet use.

Must hold a Chartered Institute of Environmental Health (CIEH) level 2 Award, or equivalent, in Food Safety, or the ability to achieve the qualification within 3 months of starting the role.

Previous supervisory experience in a similar role, including the training and motivation of a varied workforce

Experience of working in a catering environment with an understanding of basic food production and storage requirements.

Excellent communication skills.

Ability to work under own initiative with excellent organisational skills.

The role involves the removal of small furniture (Tables & Chairs), erection of display boards, clearing, cleaning and lay out of glass and crockery and chemical testing of water facilities. The post holder must be able to manage this as and when necessary.

Evening and weekend work required as per rota.

Date updated: 12/02/2018	By whom: Michelle Edwards	Version number: 3
Location: Z:\Compass Files\Staffing and Recruitment\Job Descriptions\Site Supervisor Job Description.doc		

## **TERMS OF EMPLOYMENT**

Permanent contract.

### **Salary**

Scale 22 (£19259 per annum, £10.01 per hour) pro rata.

### **Working Hours**

37 hours per week. As per rota, 5 shifts over 7 days, varying shifts between 7.00am and 10.30pm.

### **Probationary Period**

There will be a six month probationary period.

### **Annual Leave**

Annual leave is 25 days pro-rata plus statutory and Bank Holidays.

### **Travel**

The post may involve travel within, and in some cases, outside of the South West and the post holder must be able to manage this as and when necessary. Travel Expenses will be paid at Compass Disability Services rates.

### **Disclosure and Barring Service (DBS)**

The post holder will be engaged in activity that will make them subject to a Child Workforce Enhanced Disclosure with barred list. Associated costs will be met by Compass Disability Services.

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Location: Z:\Compass Files\Staffing and Recruitment\Job Descriptions\Site Supervisor Job Description.doc		