

Role Profile

Role Title:	Rangers Supervisor
Department:	Operations – Housing Management
Role Purpose:	<p>To manage and co-ordinate resources to ensure the delivery of the Rangers Service across Midland Heart’s stock, ensuring the places where residents live are clean and safe.</p> <p>To support the delivery of building safety compliance and excellent estate management services.</p> <p>To deputise as directed in the absence of the Rangers Manager.</p>
Reporting to:	Rangers Manager
Responsible for:	Rangers
Checks:	Basic DBS & Social Media checks
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Lead and motivate a team of Rangers carrying out work across Midland Heart’s stock. • Carry out quality checking of the work of the team, including site visits to check that safety checks and records keeping are carried out to a high standard. • To co-ordinate the delivery of work to ensure this is completed within required targets. • Manage planned and unplanned leave to ensure appropriate cover is available for service delivery. • Develop work rotas to prevent any gaps in service. • Liaise and co-ordinate services with internal and external partners, in particular statutory agencies to deliver seamless services to local communities. • To liaise with customers and provide advice on the correct methods for disposing of rubbish and for storage of items so as
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to prevent fly tipping and other hazards from occurring.

- Provide performance information regularly and as requested relating to service delivery and quality.
- To be responsible for recruitment, training, development of staff.
- To pay particular attention to performance monitoring and developing the skills of individuals and team.
- Support in the review and monitoring of environmental contracted services to ensure excellent customer satisfaction and performance targets are met.
- Ensure compliance with quality control systems that effectively monitor the quality of work and ensure specifications/ work details are delivered.
- To participate as needed in on call/ service delivery outside traditional office hours.
- Ensure all services are delivered with appropriate regard for policies including but not limited to Health and Safety, Risk Assessment and Management and Safeguarding.
- Ensure team and service risk assessments are being adhered to and they cover key risks in regards to health and safety, and safeguarding issues.
- Ensure the Rangers are equipped to deliver services by way of ordering, managing and training for tools, PPE, Fleet Management, and anything else required.
- To support in business planning, budget setting and budget management to ensure value for money.
- Ensure regular 1-1 sessions, training and development plans take place and are all recorded and where appropriate signed off by staff.
- Manage and participate in disciplinary, capability and sickness process as required.
- Ensure information to support invoices and recharges is provided in a timely manner.

	<ul style="list-style-type: none"> • Ensure all expenses and other claims made by staff are in line with policy, properly checked and approved before being submitted for payment. • Ensure that all spend is managed within the appropriate levels of delegated authority and complies with Midland Heart Standing Orders and Financial Regulations.
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Education, Qualifications and Training	GCSE (Grade C or above) including English, Math's and preferably ICT
Knowledge and Experience	<ul style="list-style-type: none"> • Team leadership and performance management Operational experience of delivering estate services and managing people. • Personal contributions to service improvement and development of policies and procedures. • Track record of success in delivering business objectives and outcomes. • Working in a customer service environment, building relationships with a variety of customer groups, internal and external partners and delivering excellent customer experience. • Overseeing repairs or maintenance projects or those of a similar nature. • Background in contract management and procurement Working within internal policies and procedures as well as working to best practice and relevant legislation. • Managing performance and budgets, including invoicing for works carried out. • Comprehensive knowledge of Health and Safety and risks associated with a Ranger service and role. • Experience in using IT systems and packages, including Microsoft Office and preferably 'Direct Resourcing Systems'.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • An excellent team player but also capable of working on your own initiative as well as leading by example and supporting and coaching where necessary.

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| | <ul style="list-style-type: none">• Working as a team to ensure services and contracts are delivered to an excellent standard.• Good communication and interpersonal skills with the ability to build relationships with external customers, negotiate, persuade and influence.• Ability to drive forward and manage change. Ability to organise your own workload and schedule your teams workload effectively.• Excellent problem solving and decision making skills. Good understanding of safeguarding, equality and diversity.• Computer literate and competent in using office information and communication systems.• Ability to work quickly and safely, and respond positively to periods of peak workloads.• Commitment to quality service and delivery of excellent customer services "right first time". Receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions.• Demonstrates flexibility and the ability to travel across the Midland Heart geography and prepared to change working patterns and / or job location according to the needs of the service. |
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