



Job description

Title	Supervisor – Amenity Cleaning
Group	Community Services
Division	City Operations
Reports to	Team Leader - Facilities
Direct reports	Operators x 7 - 8
Date	March 2025

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Matauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to lead the newly established Amenity Cleaning Team. This people leadership position will be responsible for leading a large team while also managing a very complex scheduling plan that if followed maintains over 120 amenity sites (106 public toilet locations, most locations have 2-3 individual facilities). The Supervisor will play a key role in fostering a strong safety culture, ensuring the safety and well-being of both our team members and the community. Strong communication and problem-solving skills will be essential to manage the team effectively and efficiently. The overall goal for this team is to ensure that amenities are in pristine condition, we want to ensure that our community, and our visitors have a positive experience **every time** they use the city's amenities.

Complexity of scheduling over a 24/ 7 roster period and management of employees will be the two critical challenges of this role. Team hours of operation: 7 days per week, 5am to 1.30pm (early crew), 10am to 6.30pm (late crew). Call outs from 6.30pm - 5am eg. Responding to smashed glass, run out of consumables at a high-use site.

Key outcomes

The Supervisor provides strong and effective leadership to their team, ensuring a safe,	<ul style="list-style-type: none"> • Guide, train and mentor the team to deliver high quality outcomes for the community. • Provide constant feedback to your team members in regard to their performance and
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<p>engaged and productive workforce.</p>	<p>conduct. Be proactive with performance management, ensuring action is taken to address any issues. Proactively engaging with the People Lead.</p> <ul style="list-style-type: none"> • Perform quality and Health and Safety audits. • Enable the team to perform an awesome job.by providing them with clear instructions, all the necessary resources and a robust route plan. • Proactively engage with the Health, Safety and Compliance Lead to maintain a safe working environment and drive a safety-first culture. • Take accountability for the team's compliance e.g., Job Start forms and SOPs are understood, completed accurately and appropriately filed. • Ensure resource levels are forecasted for and appropriate for the planned work. • SuccessFactors management including approving leave, authorizing overtime and ensuring timesheets are accurate. • Recruitment, onboarding and training of all new employees. • Form strong relationships with the Facilities Advisors within Spaces and Places. Responding to their enquires while also letting them know about issues. • Work closely with the Workforce Planner to create efficient and clean plans. • Be capable of assisting in the field when necessary.
<p>The Supervisor is held accountable for delivering clean amenities for the community.</p>	<ul style="list-style-type: none"> • Deliver an exceptional quality of service through thorough planning and scheduling of employees. • Manage procurement of sanitaryware and consumables on a daily basis. • Manage cover for all employees when on leave including managing additional resources such as agency temps and specialist contractors when required. • Collaborate with the Workforce Planner/s to create the most effective plans. • Respond to reactive work/ CCM's appropriately and in a timely manner, meeting with members of the public to solve issues when relevant. • Pricing of new contracts/ work. • Collaborate with Spaces and Places Facilites Team alert them to issues found in the field by the team, eg. Vandalism, graffiti. Encourage the team to observe issues in the field and raise them.

<p>The Supervisor is constantly training and evolving the team to be more efficient, effective, and highly skilled.</p>	<ul style="list-style-type: none"> • Training of all new employees. • Ongoing identification of training gaps and retraining/ upskilling. • Route optimization in conjunction with the Workforce Planning Team.
<p>The Supervisor encourages a team culture that is positive, respectful, and focused on health & safety.</p>	<ul style="list-style-type: none"> • Build a culture of positivity towards all aspects of health and safety, acting as a role model for the City Operations Team. • Report wrongdoing or misconduct such as miss use of TCC assets (machinery, vehicles, fuel, and plant), theft or bullying. • Actively contribute to team toolbox meetings with ideas and issues. • Ensure yourself and team members provide a high standard of customer service to all community members. Making sure there is an awareness of, and recognition is given to any cultural requirements. • Be a role model for City Ops initiatives such as 'Say Hello.' • Have an entrepreneurial and growth mindset when it comes to taking on new contracts in the future to build the scope and size of the team.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential

- Previous experience of 5 years + supervising people to deliver positive outcomes.
- Significant people leadership experience is required including confidence in performance management and scheduling.
- Experience in managing to set KPI's (quality, timeliness, H&S etc)
- Experience in the field of amenity cleaning or commercial cleaning is preferred.
- Excellent communication and interpersonal skills with the ability to adapt your communication style to suit many different audiences.
- The ability to remain calm in times of stress and make robust decisions.
- Advanced computer skills with the ability to do: reporting, Microsoft Office (Outlook, Word, Excel, Teams), use workflow apps (Field maps, Survey 123) and Health and Safety apps (Damstra/ Vault).
- A track record in successfully implementing Health & Safety plans and procedures as well as driving a culture of speaking up.
- Full clean Class 1 NZ driver's licence.
- Honesty and integrity at all times.
- The ability to be a positive ambassador for TCC, interacting with all community members in a respectful and appropriate way.

Please note as part of Tauranga City Councils commitment to health, safety and wellbeing, the successful candidate will need to pass a pre-employment medical and drug & alcohol screen and participate in random drug & alcohol testing.

Here to make Tauranga better



WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections