



ROLE PROFILE

The 'role profile' is the contractual element and generically sets out in broad terms the responsibilities the post holder is expected to have

Job Title: Operational Services Manager

Salary Band: 8

Generic Responsibilities

- To lead and manage the Council’s operational services teams that include - Waste Management, Street Cleansing, Garage, Parks, Landscapes, Arboriculture, Civil Enforcement, & Environmental Enforcement

Corporate Accountabilities

Equality, Diversity and Inclusion

- Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual’s needs are met. Challenge inappropriate behaviour and language constructively.

Health and Safety

- To operate with due regard to the Council’s policies, procedures and guidance and undertake any health and safety training as appropriate.

Information security and governance

- Manage information in line with the Council’s policies, procedures and guidance on Data Protection, GDPR, Freedom of Information, confidentiality, information security and sharing to ensure compliance and efficient and effective information governance.

Safeguarding

- Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and vulnerable adults who may be at risk. Report concerns in accordance with corporate guidance and procedures.

TASK SPECIFICS

The 'task specifics' is the non-contractual element of your post and is a more detailed description of day to day activities which will be reviewed in line with the appraisal process and can change when priorities change

Purpose of the job

- To provide strategic leadership, management and service delivery for the Council’s operational services function to achieve corporate and section priorities
- To lead a large operational & multi-functional workforce
- To be able to motivate and drive collective team results

Service to Customers

- Knowledge of the role of back office and frontline functions to customers
- Possess a strong customer focus
- Understanding of and ability to achieve service performance indicators
- Ability to deliver continuing service improvement across the functions

Business Improvement/Planning Responsibility

- Possess strong financial & commercial acumen
- Ability to contribute and drive external revenue
- Experience of budget management
- Innovative and creative professional approach



Managing Resources (People, equipment, buildings)

- Senior manager of multi-function teams – Waste/Recycling, Street scene, Parks, Civil enforcement and Arboriculture
- Manage and develop operational section managers
- Circa. 80 operational posts across service functions

Qualifications, Knowledge and Skills

- Qualification in one of the key disciplines or significant experience
- knowledge and ability to manage & apply core HR Policies and procedures
- Understanding of legislation and policies, around the core services: Environmental Protection Act 1990, Clean Neighbourhoods Act 2005, Resources, Waste Strategy for England, Health & Safety at Work Act 1974
- Strong leadership qualities
- Strong operational health & safety management
- Specific ability to lead, direct and attain high performance from a large multi-disciplined workforce
- Business and financial acumen
- Political awareness
- Possess a strong customer focus

Values and Behaviours

Work to the Council’s Values and associated Behaviours

Be Honest	Invest in our workforce	Be Supportive
<ul style="list-style-type: none"> • We are honest, say what we mean and are always courteous • We challenge other’s ideas constructively and respect decisions once made 	<ul style="list-style-type: none"> • We identify what skills are needed and develop our employees • We understand our development is a shared responsibility and give ourselves time to learn 	<ul style="list-style-type: none"> • We work together and openly help each other • We encourage a supportive environment

Date Prepared: October 2021