



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Operations Manager - Improvement and Innovation	Role Profile Number: OPH88
Grade: Q	Date Prepared: May 2022
Directorate/Group: Operations	Reporting to: Director of Operations
Structure Chart attached:	No

Job Purpose

- To lead on innovation projects that seek to implement improvements in efficiency and output of the Operations Services directorate, focusing on technology, culture and innovation in the delivery of Housing Repairs, Capital Projects, Waste Services, Highway and Grounds Maintenance, Country Parks, Parking and enviro-crime enforcement.

Key Accountabilities

- Manage and be responsible for the delivery of improvement projects within Operations to promote efficiency within the directorate and to seek innovative solutions to improving the customer experience, ensuring outcomes are delivered.
- Arrange and Lead Project meetings with key stakeholders from both within and outside the Council
- Lead on the delivery and implementation mobile working across the whole directorate, linking all front facing services together.
- Contribute to and interpret the Operations business plan and determine modern solutions supporting the strategy implementation.
- Manage the project budgets and be responsible for the delivery of improvement within the agreed quality and programme criteria.
- Design and model solutions for customer improvement and experience along with similar initiatives.
- Lead on projects that promote a high-performance culture and atmosphere.
- Identify and manage anticipated resistance to change.

- Lead and direct different cross-functional programs and projects of varied sizes and types concurrently.
- Contribute to the strategic direction for senior leadership using informal and formal communication.
- Manage all cross-functional activities, represent customers internally and collaborate with leaders in varied areas on allocation across projects and resource planning.
- Ensure to exercise decision-making and independent judgment while being aligned with customers and management.
- Manage the monitoring of the delivery and actions underpinning the vision and business plans.

Supplementary Accountabilities

- Ensure projects achieve value for money and comply with current standards and best practice.
- Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues as required.
- Meet with leaders in innovation outside of the Council to investigate best practice for the delivery of Operational services.

Knowledge & Experience

- A proven track record of delivering projects in a customer focused arena.
- High level of competency in project management processes.
- Significant experience of working within a fast paced operational environment
- Experience of dealing directly with elected members and Senior Management
- Experience of using ICT as an analytical and management tool.
- Experience of working with multi-disciplinary professionals
- Experience of procuring and managing contracts within a local authority framework.
- Able to work to tight deadlines and conflicting demands whilst demonstrating a strong commitment to quality, customer care and service delivery.
- Self-motivated and ability to make appropriate decisions using own initiative.
- Experience of work in partnership across teams, with the ability to influence and the wider organisation and external parties.
- Excellent listening, communication and interpersonal skills.

Qualifications

- Educated to HND level in Leadership or Project Management or demonstrable compensatory experience
- Project Management qualification such as PRINCE 2, or demonstrable compensatory experience.

Decision Making

- The ability to negotiate with and influence Senior Managers, elected members and other internal and external stakeholders.
- Can make effective decisions quickly and will act on own initiative in order to resolve problems
- Shows creativity in using resources to deliver cost effective services
- Has proven results obtained through team work and individual effort
- Makes decisions on risk management that may impact the delivery of the projects.

Creativity and Innovation

- Actively Identify creative solutions to Operational wide issues within the context of the role.
- Shows creativity in using resources to deliver cost effective services, looking beyond the boundary of current service delivery
- Continually identifying, evaluating and implementing innovative new areas of partnership to maximise and enhance the benefits for the wider community

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none">• Improvement and modernisation projects within Operations• Management of staff engaged on the project and administrative tasks <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none">• Administration tasks associated with project• Project related activity including financial, programme and activity updates	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>Yes – responsible for the implementation budgets of c£1m</p> <p>Authorised signatory of up to £25,000</p> <p>Personal IT assets</p>
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Contacts and Relationships

Working in a collaborative manner with Members, other directorates, external and internal customers, community members and other bodies that interact with this role.

Other Key Features of the role

- Team player capable of influencing and working within cross-functional teams
- May be required to work outside of office core hours to attend late meetings.
- High level of confidentiality
- Able to deal with ambiguity and the pace of change within local government, confidently making and standing by decisions in challenging situations and persisting with flexibility in the face of setbacks
- Having the confidence to speak out for what is best for Swindon, even when it is not easy to do so.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	