



SWINDON
BOROUGH COUNCIL

Role Profile

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| Job Title: Operations Manager - Delivery and Assurance | Role Profile Number: OPH67 |
| Grade: Salary: S | Date Prepared: August 2022 |
| Directorate/Group: Operations | Reporting to: Delivery and Assurance Manager |
| Structure Chart attached: | No |

Job Purpose

- To lead a multi-functional workforce in delivering efficient, quality operational performance for residents, tenants and customers within your designated locality.
- To ensure the promises and commitments made to customers, residents and tenants are delivered, and any deviation from delivery is recovered through the organisation of your teams.

Key Accountabilities

- To lead and develop a robust work force to enable them to carry out their duties.
- Co-ordinate operational resources including supervisors to ensure all aspects of the services are delivered to the expected standards.
- Monitor and maintain a programme of works ensuring delivery on schedule and within budget.
- Ensure effective day to day management of services. This includes ensuring that Quality Standards, Service Level Agreements and Performance Indicators are met and a programme of random inspections and risk management audits is completed.
- Effectively manage and control service budgets, staff, materials, vehicles, equipment and other relevant resources that may be allocated.
- Deputise for Delivery and Assurance Manager when required to do so.
- Identify and implement service improvements to improve customer satisfaction and environmental outcomes.
- Assist direct reports in delivery of the front line service directly managing staff and resources as required to deliver the service
- In accordance with the provisions of the Health & Safety at Work Act 1974 and the management of Health & Safety at work regulations 1999 you must take reasonable care so as not to endanger yourself

or other persons whilst at work.

- You must cooperate with the Council to enable it to comply with its statutory duties for Health & Safety
- You must ensure that you undertake responsibilities relating to your position as detailed within your Directorate Health & Safety Policy.
- To work unsociable hours as required.
- The role will impact on the majority of residents in the Borough and in some cases the wider environment. This means that the post holder will have to adapt to demands that may be from vulnerable persons or distressing issues. In the event of emergencies, the post holder may be required to assist in distressing situations.
- Ensure driving standards are maintained and vehicles in the service area are operated within council policies and statutory regulation.
- To work in hazardous conditions which may exist at times.
- To work in unpleasant conditions.
- To work in conditions where there may be a risk of aggression and injury.
- Assisting in the appointment of staff to roles within the directorate and terminating employment as required in adherence with the Council's policies and procedures.
- Initiating corrective action for poor performance by operatives and contractors in adherence with the Council's policies and procedures.
- Promote locality working and support tenant and leaseholder groups.
- Maintaining good relations with tenants and leaseholders of Council owned property.
- Giving specialist and general advice to local Councillors and Members of Parliament as required.
- Producing policies, standard letters, written reports, presentations and form templates as required.
- Ability to make key decisions.
- Experience of dealing with difficult situations and seek resolution.
- Be responsible for daily decision making to ensure the service provision meets demand
- To provide evidence to the Police and Judiciary in respect of relevant issues and attending Court as a witness on behalf of the Council, as required
- To undertake any other duties that may be accommodated within the grading level of the role as required
- Valid full driving license and the ability to undertake site visits as required.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Substantial experience of locality or area based partnership working.
- Proven leadership skills
- Extensive knowledge of safety, driving, fleet compliance and environmental legislation and regulations

Qualifications

- Degree level qualification in Leadership and Management or compensatory experience.

Decision Making

- Shows creativity in using resources to deliver cost effective service for the customer.
- Can make effective decisions quickly and is happy to act on own initiative in order to resolve problems.
- Has proven results obtained through teamwork and individual efforts.
- Plans teams and own workloads with requirements to meet varied and tight timescales.
- Manages emergency situations affecting our own staff and assets

Creativity and Innovation

- Reviews ways of working and identifies opportunities to improve the work of the team.
- Identifies creative solutions to Council-Wide issues and takes action to address them.
- Can demonstrate an enthusiastic approach and constantly strives for improvements to performance and service.

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| <u>Job Scope</u> Number and types of roles and staff managed <ul style="list-style-type: none">• Operational staff and direct reports numbering circa 30 to 130• Management of supervisors delivering specific locality work Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Prioritising tasks to deliver statutory Services• Planned and reactive services within a specific locality | Budget Holder: Responsibility: Asset Responsibility: | Yes Expenditure and monitoring of a budget in excess of £1m Examples include Large goods and specialist vehicles, tool and plant, equipment, stock. IT equipment and mobile working devises. |
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Demonstrable abilities both as a manager and member who enjoys a good working relationship with colleagues at all levels.
- Possess highly developed interpersonal skills and is able to adapt approach to a wide variety of customers.

Key Features and Supplementary Accountabilities – Specialism Operations

- Manage the day to day delivery of locality defined functions including street cleaning, responsive repairs, fly tipping removal, waste wardens, car parks and parking, penalty charge notices, abandoned vehicles and grit/litter bin management and other responsive operational duties.
- Experience of managing responsive works on a daily basis, responding to priority requests from members

of the Public and Elected Members

- Experience of planning and delivering scheduled work within the above functions, and ensuring that you recover any deviation from the planned delivery by utilising the resources available to you.
- Partnership working with emergency services, Elected Members, communities and other local key stakeholders, for example, business owners, social care, Parish Councils, and schools.
- Experience of IT systems that aid in the delivery of responsive works, such as route optimisation, in-cab, asset management systems and other service specific software

Qualifications

- Qualifications relevant to the functions listed above or compensatory experience.

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