



Role Profile

Job Title: Operations Delivery Manager	Role Profile Number: OPH63
Grade: Q	Date Prepared: August 2021
Directorate/Group: Operations	Reporting to: Operations Manager - Localities
Structure Chart attached:	No

Job Purpose

- To manage and coordinate the delivery of operational services within the locality to provide an improved service to our customers.
- To ensure the promises and commitments made to its customers, residents and tenants are delivered and any deviation from delivery is recovered the operational teams

Key Accountabilities

- To lead and manage a robust work force to enable them to carry out their duties.
- Monitor and Maintain a programme of works ensuring delivery on schedule and within budget
- Effectively manage and control service budgets, staff, materials, vehicles, equipment and relevant resources that may be allocated.
- Co-ordinate operational resources to ensure all aspects of the services are delivered to the expected standards.
- Oversee the distribution of work to the workforce ensuring all relevant materials and plant are available.
- Ensure effective day to day management of services such as Quality Standards, Service Level Agreements and Performance Indicators are met and implement a programme of random inspections and risk management audits.
- Deputise for Operations Manager Localities where required.
- This role will require reporting on daily/weekly/progress to Senior Management
- Respond to priority requests from members of the public and Elected Members to resolve the issue.
- Identify service improvements to improve customer satisfaction and environmental outcomes.
- 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.
- Requirement to work unsociable hours
- 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.
- Hazardous conditions will exist at times
- Working in unpleasant conditions
- Risk of aggression and injury
- Safe working practices Inc. Risk Assessments, Method Statements, Manual Handling and Needle Awareness.
- 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.
- Carry out PDP's ensuring all training is maintained
- Carry out sickness absence, disciplinary, grievance procedures in line with SBC policies
- Initiating corrective action for poor performance by operatives and contractors in adherence with the Council's policies and procedures.
- Promote locality working.
- 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.
- Coordination of resources to achieve targets
- To be able to manage across other operational areas
- Represent operations in wider organisational projects
- To manage the warrant holding officers ensuring PACE process is followed and ensuring recovery of any monies due
- To manage the following enforcement activities, fly tipping, abandoned vehicles, penalty charge notices, and fixed penalty notices
- To manage the fly tipping process with in the parishes
- To actively manage the strategy around delivering the improved recycling rates in Swindon with the waste wardens
- Lead on the day to day management of the following, Cleansing, Town Centre, Litter bins, Sweeping, Needles, Toilets, Graffiti removal and Car parks
- Ability to carry out site visits
- To undertake any other duties that may be accommodated with in the grading level of the role as

required

- Experience of problem solving and dealing with difficult situations

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 management of staff within an operational setting
- Experience of managing area based works - parking, cleansing, waste wardens
- Proven leadership skills
- Knowledge and experience of the Traffic Management Act 2004 and The Road Traffic Act 1991
- Parking Enforcement Regulations
- Police & Criminal evidence Act 1984 (PACE) Codes of Practice
- Environmental Protection Act 1990

Qualifications

- Compensatory experience
- Accredited qualification in Enforcement
- Work place Health & Safety accreditation or qualification
- Educated to GCSE Level A-C

Decision Making

- Shows creativity in using resources to deliver cost effective service in line with Best Value.
- Can make effective decisions quickly and is happy to act on own initiative in order to resolve problems.
- Has proven results obtained through team work and individual efforts.
- Plan teams and own workloads with requirements to meet varied and tight timescales.

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.

<p><u>Job Scope</u></p> <p>Number and types of staff and jobs managed Circa 30 members of staff</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Operational Services targeted to enforcement across the locality • Recovery of Abandon Vehicles • Fixed Penalty Notices • Fly Tipping • Car Park Maintenance, Cleaning inc Toilets • Recovery of the daily plan for a reactive service within a specific locality 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>Expenditure and monitoring of a budget in excess of £1m</p> <p>Examples include Large goods and specialist vehicles, tool and plant, equipment, stock. IT equipment and mobile working devices.</p>
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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)

- Demonstrate abilities as both a team leader 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
- Wide range of contacts and relationships, including clients (councils, schools, housing associations, etc.) Council Members, Directors and other senior officers, tenant groups, agencies (police, fire brigade, HSE, etc.) and industry governing bodies, Parish Councils and Members of the Public.

Other Key Features of the role and Supplementary Accountabilities

- Hands on awareness of everything in their own locality – right resources allocated/flexible/prioritisation
- Point of contact for the locality – Community responsibility
- Partnership working with emergency services, Elected Members, communities and other local key stakeholders, for example, business owners, social care, Parish Councils, and schools.
- Requirement to work unsociable hours

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

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