

<b>Job Title:</b> Operations Manager – (Enterprise Works & Community Meals)	<b>Role Profile Number:</b> OPH54
<b>Grade:</b> Q	<b>Date Prepared:</b> July 2020
<b>Directorate/Group:</b> ASC	<b>Reporting to:</b> Director of ASC
<b>Structure Chart attached:</b>	

Job Purpose

To manage the Enterprise Work and Community Meals service, and ensuring that the services are fit for purpose and provide an Efficient, Effective and Modern service to the general public and to our clients and service users.

Key Accountabilities

- To have overall responsibility for planning, and continuous development and improvement for operational improvements, with accountability for outcomes of the Enterprise Works (EW) and Community Meals (CM).
- To support the commercial turnaround and financial stability of Enterprise Works & Community Meals to ensure it is a financially self-supporting service
- To maximise EW opportunities and improve work efficiencies and standards that create the opportunity for increased on site productivity other services such as Housing Repairs and Voids and dissemination across other service areas where applicable.
- To maximise CM client engagement and actively work to increase the volume of CM distributions within the community.
- To oversee stock management and inventory to achieve continual cost reduction and asset inventory with the overall objectives of minimising SBC stock holding thereby minimising the cost attributable to risk of stock loss.
- To develop networks of supply to achieve the continuity and consistence of supply to support the implementation of business development models.
- To achieve the transition to a working business model with the objective of retail focus that support and encourages the development and throughput of Supported Learning, Work Experience and

Apprenticeship schemes.

- Creation of brand awareness for EW Retail by utilising online presence, social media, local business forums and product quality.
- To lead and manage the EW and CM teams,
- To provide a safe and supportive work environment for employees with a range of Learning disabilities and vulnerabilities.
- To Contribute to SBC's Support Into Employment Strategy by providing work opportunities within both EW
- To lead and have accountability for ensuring both EW and CM are compliant with statutory requirements.
- To undertake PDPs, 121s, mandatory learning and bespoke training requirements for the business through internal training programmes or external provision.
- To develop staff capability and capacity with the objective of encouraging upwards progression and employment mobility.
- To design a suite of KPIs suitable for the current and future business models and to undertake measurement of performance and corrective actions against these.
- To provide accurate and up to date performance data via Dashboard Reporting or other means to Director of ASC.
- To contribute to SBC Corporate Social Responsibility Programme through effective selection of product and suppliers.
- To maintain at all times, a compliant safe work environment in accordance with statutory requirements and best practice for staff, stakeholders and customers.
- The development and delivery of the EW Business Turnaround Plan to ensure EW becomes a financially self-supporting service within a specified timeframe
- The monitoring of commercial and financial performance to ensure EW adheres to the EW Business Turnaround Plan as outlined above
- To respond to any specific business and commercial requirements and implement proposals for the Delivery of the EW Business Turnaround Plan
- Ensure Fire Risk Assessments, Safe Systems of Work, inspections, maintenance are scheduled and undertaken to an agreed calendar.
- To Ensure Business Continuity plans are agreed and achievable and implement corrective actions and measures.
- To Create a suite of Management Information (MI) for retail performance and marketing to identify trends, risks and opportunities and report directly to Director of ASC.
- To ensure robust procedures are in place to ensure security of Stores and EW functions both internally and externally.

### Supplementary Accountabilities

In accordance with the provisions of the Health & Safety at work etc. 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 people whilst at work. You must also co-operate with the Council to enable it to comply with its

statutory duties for Health and Safety.

You must work in accordance with training or instructions given and make proper use of any protective equipment provided.

You must ensure you undertake responsibilities relating to your positions as detailed within your Directorate Health and Safety Policy.

You must ensure that all employees and visitors to your area of work also comply with the above at all times.

Job Scope:

Job Scope: Number & Type of jobs directly managed: 2 x teams	Example of tasks responsible for (not exhaustive)  Regular Pricing Reviews – Trading Promotions Stock Management & Rotation B2B Engagement Relationship Management – Customers & Suppliers Development & Management of Reports & KPIs Provide support for disabled/disadvantaged adults Multi-site Security
Budgets Holder Responsibility?  Asset Responsibility?	NO – Yes – EW Site/Assets/Machinery/

### Knowledge & Experience

Previous experience of retail operations,

Previous experience of promoting a service and increasing revenue

Experience of relationship management with suppliers and customers/traders

Have experience in the generation and presentation of Management Information

Genuine interest in assisting those adults with disabilities to gain employment and live independently

### Qualifications

#### Minimum

- GCSE Grade C or equivalent in Maths and English

#### Desirable

- Managerial qualification
- Relevant Logistics/Retail Management Qualifications

## Decision Making

The post-holder will have regular contact (both verbal and written) with customers and potential customers (internal and external) and must decide on the best methods of reaching out to these groups.

## Creativity and Innovation

- Explore various methods and mediums to promote the business
- Adapt approaches to businesses to maximise potential
- Develop new ways of marketing to increase revenue
- Explore and develop new ways of delivering services

## Contacts and Relationships

- Written communication will take the form of emails, letters, notes of meetings, completion of forms and some budgetary information
- Ability to deal face-to-face with a wide range of contacts with all levels of staff across the Council
- Develop strong relationships with customers, both internal and external
- Be well mannered and presentable at all times when dealing with customers

## Values & Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

**Connected:** We put Swindon and its people at the heart of everything we do. We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people.

**Resilient:** We are forward thinking and work smart We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave:** We respect and work together with our colleagues and customers to achieve success We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role (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)

- May be required to travel locally to promote the services of Enterprise Works

- Requirement to host business representatives at Enterprise Works and present the various services to them
- Will be required to work with employees with a range of disabilities and conditions
- Multi site working will be required
- Can be exposed to bad weather
- Can be exposed to potential verbal abuse or aggression from people

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name::</b>
<b>Date:</b>	