



Role Profile

Job Title: Head of Operations Delivery & Assurance	Role Profile Number: RTH47
Grade: U	Date Prepared: Sept 2020
Directorate/Group: Operations	Reporting to: Director of Operations
Structure Chart attached:	No

Job Purpose

The Operations Department (which comprises of Waste Operations, Highways Operations and Assets, Public Realm Operations and Enforcement, Parking Operations and Enforcement, Housing Operations, Compliance, Fleet and Stores Management) was established in June following a restructure that disbanded the Communities and Housing directorate in order that appropriate focus can be applied to this important, front-facing area of the Council.

As the Head of Operations Delivery & Assurance you will be a member of the Director of Operations Senior Management Team and will work with colleagues in the Operations Department as well as key internal and external stakeholders and partners to delivery high performing services that supports the Councils vision, priorities and pledges. As the Head of Operations Delivery & Assurance you will be specifically responsible for the delivery and quality assurance of the Waste Operations, Highways Operations, Public Realm operations and enforcement and Housing Operations. You will provide leadership and direction to staff and be responsible for an Annual budget spend of circa £10-15m.

Reporting to the Director of Operations you will provide clear leadership and support to your teams and engender a culture of operational excellence, focusing on innovative ways of working that both enhance the service and reputation of the Council and ensuring our residents remain at the heart of everything we do.

Key Accountabilities

- Provide direct management and oversight of operational performance of the Waste Operations, Highways Operations, Public Realm Operations and Enforcement, and Housing Operations services.
- Oversee the delivery of an intelligence led range of services that improves services and customer experiences and delivers core services that are modern, efficient and effective

- Actively support the programme of transformational change within the Council's operational services specifically at the Council's Waterside depot that achieves cost reductions and better outcomes for the residents of Swindon.
- Oversee the development, implementation, monitoring and reporting on key service delivery documents including the Annual Service Plan, Business Continuity Plan and Risk Register.
- Develop and work with strategic partnerships and other providers that endeavour to drive innovation of service delivery.
- Champion and support innovative ways of working, with a focus on continuous improvement of operational services.
- Ensure compliance and health and safety requirements upheld by all staff across the operations function and to champion safe working practices.

Supplementary Accountabilities

- As a line manager, to ensure that the organisation's health, safety, equality, diversity and inclusion policies are fully implemented at all times and in all aspects of service delivery and employment.
- As a member of the Operations Senior Management Team, adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues as required.
- To deputise for the Director Operations when requested.
- To prepare, write and present Cabinet/Committee reports and briefings as appropriate

Knowledge & Experience

- Experience of managing operational services in the public or private sector.
- A track record of managing and delivering high performing services
- Ability to lead, direct and develop multi-functional groups
- Experience of using ICT as an analytical and management tool.
- Good financial and people management skills.
- 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, the wider organisation and external parties.
- Excellent listening, communication and interpersonal skills.
- Experience of conflict resolution.
- Experience of leading, implementing and adapting to change.
- Experience of managing high value budgets

Qualifications

- Educated to degree level or equivalent is desirable
- Management qualification is desirable

Decision Making

- 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
- Has corporate and political insight and consideration
- Accountable for the successful operational delivery of the services

Creativity and Innovation

- Reviews ways of working and identifies opportunities to improve the quality of work of the team
- Identifies creative solutions to Council wide issues and takes action to address them
- 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

<u>Job Scope</u>	Budget Holder	Yes
Number and types of jobs managed <ul style="list-style-type: none">• Various Teams across Operations•	Responsibility	Circa £10-15m
Typical tasks supervised/allocated to others <ul style="list-style-type: none">•••	Asset Responsibility:	

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.

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both

individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- Ability to lead a team providing clear direction and a motivational and inspirational environment for them to develop
- Team player capable of influencing and working within cross-functional teams
- 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:	