

UTTLESFORD DISTRICT COUNCIL

JOB PROFILE

Designation: Assistant Operations Manager

Post Number: New post

Directorate: Public Services

Section: Street Services

Reporting to: Operations Manager
Dunmow depots

Located: Shire Hill/

Responsible for: Street Services staff engaged in fleet maintenance, grounds maintenance, street cleansing and waste management

OVERALL PURPOSE OF JOB

(summary in no more than two or three sentences)

1. Co-ordinate the Operational Management of the Street Services teams and associated workloads.
2. Contribute to and support continuous development and improvement of Street Services to enhance the overall performance of the Street Services function.
3. Contribute to the development of comprehensive, high calibre, cost effective technical policies and procedures for critical functional areas to meet all legislative (e.g. Health and Safety) and operational (e.g. energy efficiency) requirements and implement them as approved

JOB PROFILE

Key responsibilities

- 1 To assist in the management of the waste, street cleansing, grounds maintenance operations, vehicle workshop ensuring that they comply with agreed policy.
- 2 Regularly monitor the performance of all staff in the service and take action as appropriate to deal with under-performance or disciplinary matters in accordance with the council's procedures.
- 3 Identify training and development needs for team members to ensure performance levels are maintained
- 4 To ensure staff schedules meet service needs.
- 5 To manage complaints by responding to queries and maintaining appropriate records and maintaining excellent relationships with customers and other stakeholders.
- 6 To assist in budget management to deliver the services within the specified budgets having made optimum use of the available resources, and ensuring Best Value practices.

- 7 Support the Operations Manager to manage both the process and financial performance of their service.
- 8 To maintain the health and safety culture and ensure Health and safety policies and practises are updated as needed and requirements are met at all times.
- 9 To manage recruitment of employees to the agreed structure and ensure they are trained and developed to effectively and efficiently carry out their roles.
- 10 Participate in, and contribute to, service improvements identifying where changes are needed and supporting/managing their implementation.
- 11 Monitor own work and that of team members to identify best practice opportunities to improve both service provision and development
- 12 To undertake any other duties which may reasonably be within the competence of the post holder or the scope of the post including responding to the demands of any state of emergency within the District

The above duties and responsibilities give a broad outline of the functions of the post. However by necessity, these duties must be approached in a flexible manner to accommodate the changing needs and demands of the service provided by Uttlesford District Council. The post holder will be expected to adapt to changing circumstances and therefore the outline of duties may change from time to time.

OPERATING ENVIRONMENT

The post holder will be expected to follow the council policies and procedures and act in a flexible, co-operative and professional manner at all times, assisting colleagues to maintain an effective and efficient service delivered economically. The post holder will also be expected to operate within corporate standards of performance and security. In addition the post holder will be expected to contribute to the general tidiness and housekeeping and ensure a safe working environment is maintained.

PERSON SPECIFICATION/SELECTION CRITERIA

The following person specification lists the criteria that have been agreed for the person we are seeking to recruit. These criteria will be used for the shortlisting of applications. **It will help your application, therefore, if you can provide information on the application form of your experience ability to meet the criteria** either through your previous employment, social activities or in the home.

1 Knowledge

- a) Sound working knowledge of employment, health and safety, road traffic and waste management legislation
- b) Good working knowledge of O licences desirable

2 Skills

- a) Confident communicator, both written and verbal
- b) IT literate with a good working knowledge of Word, Excel and Outlook
- c) Good numeracy skills with the ability to understand budgets, manipulate and report on data
- d) Strong negotiating and judgement making skills
- e) Strong relationship building and influencing skills
- f) Good interpersonal skills

3 Experience

- a) Waste management industry experience in a supervisory/ managerial capacity with ability to demonstrate success and effectiveness
- b) Track record of continuous improvement in the field of customer service
- c) Vehicle management

4 Qualifications/Training

- a) Valid UK driving licence preferably LGV class 2
- b) Recognised Health and Safety qualification: Institute of Occupational Health and Safety Managing People Safely or equivalent
- c) Valid Operator's Licence desirable

5 Circumstances

- a) Willing to work flexibly to meet service requirements and demands
- b) Hold valid driving licence and be able to use own vehicle for work purposes
- c) Be available to support the 'Out of Hours' call outs

- d) The role is mainly office based but will involve depot visits and meetings on site to resolve operational problems

Line Manager Core Accountabilities

- Manage employees in working flexibly and collaboratively across structural boundaries as part of a project or process teams in support of key outcomes
- Manage the development of organisational capability through good people management, including the training, development, mentoring and coaching of team members
- Think creatively and constructively challenging to ensure continuous improvement
- Ensure the proper assessment, management and mitigation of risk, including Health and Safety and Business Continuity

Safeguarding

Uttlesford District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment.

Role Requirement: This role does not require a DBS (CRB) check.

Pre-employment Checks appropriate to this Job Profile

Uttlesford District Council (UDC) is committed to ensuring all recruitment is undertaken fairly, effectively, safely and in accordance with legislation.

Essential User: TBC

Effective date TBC

Please sign this job description below when you are satisfied with its contents

Postholder's name (please print)	Postholder's signature	Line manager/ supervisor	Assistant Director	Director
Date	Date	Date	Date	Date

UDC – VALUES AND BEHAVIOURS

VALUE: ACHIEVING HIGH PERFORMANCE	
REQUIRED BEHAVIOURS	
ENTHUSIASTIC	<ul style="list-style-type: none"> Creates and maintains a positive work ethic while striving to get the job done Shows pride in what they do
SUPPORTIVE	<ul style="list-style-type: none"> Identifies where changes are needed and helps make them happen Learns from experience/mistakes
PROBLEM SOLVING	<ul style="list-style-type: none"> Adopts a proactive and positive approach to solving problems Produces innovative ideas, thinks 'outside of the box'
FLEXIBLE	<ul style="list-style-type: none"> Promotes and embraces change, is open to new ways of working
VALUE: RESPONDING TO CUSTOMER NEEDS	
REQUIRED BEHAVIOURS	
CUSTOMER FOCUSED	<ul style="list-style-type: none"> Open and honest in communication with internal and external customers; shows courtesy and respect Demonstrates required behaviours to meet all Customer Charter promises above and beyond specified requirements Conducts themselves in a professional manner, promoting the council's reputation
RESPONSIVE	<ul style="list-style-type: none"> Understands and responds to customer needs Actively seeks feedback to improve customer service Proactively works to progress new ways of working to improve customer service
VALUE: WORKING TOGETHER	
REQUIRED BEHAVIOURS	
VALUING OTHERS	<ul style="list-style-type: none"> Treats everyone fairly, with respect and dignity, responding sensitively to individuals Shows respect for the values, experience, contribution or work of others
TEAM WORKING	<ul style="list-style-type: none"> Develops team working in service area and across the council and strives to maintain a high level of motivation Works across service areas to attain common goals Encourages others to input ideas and opinions and responds to good suggestions
OPEN/HONEST	<ul style="list-style-type: none"> Open and honest in communication, seeking and giving regular feedback
DEVELOPING OTHERS	<ul style="list-style-type: none"> Shares job knowledge and skill willingly with other employees to help them or assist in their development
RECOGNISING SUCCESS	<ul style="list-style-type: none"> Acknowledges success/achievements of others in the organisation

EQUIPMENT INVENTORY

Please list below the equipment which is required to carry out this job

Job Profile:	
Directorate:	
Division:	

List of Equipment

tick if required

Standard Mobile Phone OR Smart phone:

Laptop:

Lone Working Security Pass/Device:

Procurement Card:

Fuel Card:

CIS Fob (Benefits)

Uniform:

BAA Airside Pass:

Keys:

Please give details: _____

Protective Clothing:

Please give details: High visibility waterproof jacket and steel toe cap boots

Tools:

Please give details: _____

STREET SERVICES EQUIPMENT INVENTORY

Please list below the equipment which is required to carry out this job

Job Profile:	Assistant Operations Manager
Directorate:	Public Services
Division:	Street Services

Tick YES / NO

List of personal protective equipment eg	Tick if needed for this job profile
Gloves	
Boots/shoes/safety wellingtons	Y
Goggles/visors	
Glasses	
Safety helmet	
All weather clothing	Y
Respiratory equipment	
High visibility clothing	Y
Ear defenders/plugs	
Helmets	
Stab/cut proof trousers	
Other (specify)	