

## **APPLICATION FOR EMPLOYMENT**

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Operational Support Officer**

**Vacancy ID: 009118**

Salary: £23,866.00 - £25,463.00 Annually

Closing Date: 15/07/2018

### **Benefits & Grade**

Grade I

### **Contract Details**

Permanent

### **Contract Hours**

37 hours per week

### **Interview Date**

26/07/2018

### **Job Description**

Stockton-on-Tees Borough Council is committed to ensuring that our communities, parks and open spaces remain a safe and welcoming environment for all residents and visitors to enjoy.

An exciting supervisory level opportunity has arisen in our Street Cleansing, Waste and Recycling Services, who are at the forefront of ensuring that we continue to meet our commitments on maintaining a quality environment in Stockton on Tees.

The successful candidate will be required to support the Care for your Area Operations Manager by undertaking a wide range of operational and supervisory duties to ensure services run efficiently and effectively. This will be achieved through assisting in the day-to-day management of the Council's frontline services, including the direct daily supervision of operational staff. This may include dealing with staff requests, the issuing of kit and equipment, as well as the effective deployment of fleet and specialised resources.

The role will also require you to undertake investigations in staff conduct following complaints as well as assisting in the management of sickness, training and performance.

Please note this role requires weekend and bank holiday working as well as standby duties on a call out rota.

We are looking for someone who is passionate about the environment and the people we serve, who can build on the great work already delivered by the team.


For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Marc Stephenson, CFYA Operations Manager, on 01642 527173 or via email [marc.stephenson@stockton.gov.uk](mailto:marc.stephenson@stockton.gov.uk).

An online application form and further information is available from [www.stockton.gov.uk/job-vacancies/](http://www.stockton.gov.uk/job-vacancies/). Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>
<b>Directorate: Community Services</b>		<b>Service Area: Care For Your Area</b>
<b>JOB TITLE: Operational Support Officer</b>		
<b>GRADE: I</b>		
<b>REPORTING TO: Operations Manager – Community Services</b>		
<b>1.</b>	<b>JOB SUMMARY:</b>  To support the Community Services Operations Manager in providing an effective and efficient operational service, assisting in meeting the needs and aspirations of residents and visitors to the Borough.	
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
	1.	To assist in the day-to-day management of the Council's frontline services including the direct daily supervision of operational staff. This may include dealing with staff requests, the issuing of keys and equipment as well as the effective deployment of fleet and specialist resources.
	2.	To have specialist enhanced administrative knowledge in the following operational service area in order to support operational delivery; <ul style="list-style-type: none"> <li>• Refuse and Recycling Collection</li> <li>• Street Cleansing</li> </ul>
	3.	To input, interrogate and present statistical data to a wide range of audiences at all levels. To undertake accounting, reconcile information and produce reports. To assist with the performance measurement and management process.
	4.	To provide administrative and service development support as required to unit managers within the Service, including assisting with absence management and disciplinary investigation meetings.
	5.	To identify and promote business opportunities for the range of services, which includes marketing and awareness of our service through a variety of means, including the development and delivery of project plans.
	6.	To raise invoices, works orders and purchase orders and ensure that sound financial management practices are undertaken on a daily basis.
	7.	To calculate service charges and produce and monitor service level agreements and external contracts.
	8.	To handle customer accounts, set up and monitor payment arrangements and undertake debt recovery in cases of default. To assist in the preparation of debt cases to be recommended for legal action and write off.
	9	To develop and implement quality management systems and drive quality initiatives. To continuously review and improve existing systems procedures and processes across all areas of the directorate.
	10	Represent Community Services across all policy platforms, including leading on a range of tasks and projects which links into corporate objectives and functions. This includes presenting at meetings and other partnership events.
	11	To identify practices in need of efficiency and effectively initiate a change in working practice across all service areas.

12	To assist in the development and implementation of control systems and procedures which will monitor the levels of service provided to members of the public.
13	Promote good public relations and customer care with residents, businesses, Councillors, residents groups and other relevant groups.
14	To identify, investigate and resolve any problems that may arise, including the investigation and resolution of complaints, queries and insurance claims across all areas of the division.
15	To assist in the delivery of daily operations and tasks across the division, including the supervision, training and development of staff where directed. This will include unsociable working hours including weekend and bank holiday working.
16	To promote the development of the Council's organisational culture statement and take every step to ensure that its aims and objectives are implemented within the service areas.
17	To take reasonable care of your own health and safety and co-operate with management, so far as is necessary to enable compliance with the Authority's health and safety rules and legislative requirements.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade of I, using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Council Values, Behaviour Framework, Code of Conduct** - The post holder is required to carry out the duties in accordance with Council values, behaviour framework, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Customer Services** – The post holder is required to ensure that all customers, both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

**Policies and Procedures** - The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** - The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

## PERSON SPECIFICATION

Job Title/Grade	Operational Support Officer – Grade I	
Directorate / Service Area	Community Services / Care for your Area	
Post Ref:	34008	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> <li>NQF level 4 in a relevant subject or an equivalent level of knowledge gained through demonstrable directly relevant work experience.</li> </ul>	<ul style="list-style-type: none"> <li>5 GCSEs at Grade C or above (or equivalent) including Maths and English.</li> </ul>	Application
Experience	<ul style="list-style-type: none"> <li>Experience of working in customer focused, operational and administrative environments</li> <li>Experience of performance management systems</li> <li>Experience of working within a council environment with a clear understanding of the political processes</li> <li>Experience of quality assurance practices and implementing quality management standards</li> </ul>	<ul style="list-style-type: none"> <li>Experience in the management and/or supervision of staff</li> <li>Experience in implementing new initiatives, procedures and processes</li> </ul>	Application and Interview
Skills	<ul style="list-style-type: none"> <li>Ability to work as part of a team</li> <li>Ability to receive and benefit from training relevant to the post</li> <li>Ability to programme work and be personally organised</li> </ul>	<ul style="list-style-type: none"> <li>Ability to lead from the front and lead by example</li> <li>Ability to manage a challenging workload</li> <li>Ability to perform multi-functional duties in a busy and challenging operational environment</li> </ul>	Application and Interview

	<ul style="list-style-type: none"> <li>• Ability to deal with a high volume of varied and complex issues, complaints and requests for service</li> <li>• Ability to deal with confidential and sensitive information</li> </ul>		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>• Numeracy and literacy skills</li> <li>• Understanding of performance management and target setting process</li> <li>• Demonstrate an enhanced level of ICT</li> <li>• Ability to lead, supervise and communicate with all staff</li> <li>• Commitment to flexible working which includes weekends, bank holidays and on call.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to programme works, prioritise workloads and meet strict deadlines</li> <li>• Demonstrate a good standard of personal development and training</li> <li>• Strong interpersonal and communication skills and ability to motivate and instil confidence across the directorate</li> </ul>	Application and Interview

Person Specification dated

3 November 2016

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.



**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.