

Job Description

Post Title: Operations Manager – Arboricultural Services, Local Services & Waste Management (LSWM) A4847

Evaluation: 611 Points **Grade: N9**

Responsible to: Senior Operations Manager (LSWM)

Responsible for: Allocated Staff

Job Purpose: Provide a seamless delivery of Arboricultural services in accordance with the Council's Tree Strategy and relevant legislation.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. Management of staff deployed in Arboricultural Services across the city, in line with council policy and procedure to ensure effective service delivery for the council and clients.
2. Allocation of resources to ensure the effective delivery of services, including production of cost estimates to internal & external customers.
3. Contribute to the development and implementation of service improvement programmes and projects, ensuring effective performance management and data collection is implemented, monitored and reviewed to reflect key performance indicators and targets of the service.
4. Training and development of staff to meet job requirements, performance targets and changes to service delivery.
5. Co-ordinate frontline resources in response to adverse weather conditions, in particular winter maintenance, storms and other extreme weather conditions.
6. Responsible for the security and maintenance of all allocated resources, including depots, materials, plant machinery & transport.
7. Responsible for managing and monitoring the associated budget and support the Senior Operations Manager/Head of Service in budget setting for income and expenditure in accordance with financial regulations and to meet trading targets.

8. Respond to and resolve problems in respect of service delivery, customer enquiries and member requests.
9. Research and implement new technology and initiatives in service delivery and working methods for the purpose of continuous improvement and best practice.
10. Contribute to policy development in line with changes to legislation, continuous improvement and best practice.
11. Lead in the development, maintenance and compliance of internal integrated management systems and accreditations.
12. To monitor Health and Safety arrangements to ensure safe systems of work and compliance with HASAWA and other relevant legislation.
13. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the council's policy and procedures.
14. To promote and implement the councils Equality Policy in all aspects of employment and service delivery.