

## Job Description

**Post Title:** Operations Manager (Catering or Facilities) AA3981

**Evaluation:** 554 Points **Grade: N8**

**Responsible to:** Senior Operations Manager (Catering or Facilities)

**Responsible for:** Staff as allocated

**Job Purpose:** To manage and deliver a range of catering or facilities services in line with customer requirements and quality and performance measures. Ensure the efficient and effective operational management of allocated resources.

**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 Liaise with all customers to deliver service requirements in accordance with service level agreements / contracts and to proactively manage, monitor and promote the service on an ongoing basis; being commercially aware and seeking new business opportunities wherever possible.
- 2 Assist in maintaining strict budgetary control and monitoring to ensure all service delivery is within the required levels of performance and budget. Ensuring staff and all other resources are accounted for through approved monitoring and recording procedures.
- 3 Undertake responsibility for the appointment, motivation, development, performance management, deployment, supervision, discipline and overall effective utilisation of staff in accordance with the policies and procedures of the Council.
- 4 Facilitate the organisation of and / or to undertake specific vocational training to meet the identified training and development needs of the service and staff.
- 5 Build appropriate employee relations and working relationships, maintain effective communications with all staff, customers and clients to ensure the effective delivery of services.
- 6 Assist in the development of service improvement and delivery plans, conduct performance appraisals, training needs analysis and set agreed outcomes and targets within fixed time frames.
- 7 Ensure all supplies, materials and equipment meet both service needs and operational requirements, promoting efficiency and effectiveness and value for money principles.

- 8 Undertake duties within the Council's standing orders, financial regulations, health and safety legislation, relevant regulations and ensure compliance.
- 9 Provide reports and any relevant information as required by the Head of Facility Services & Civic Management and to participate in divisional and directorate projects and assignments as required.
- 10 To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
- 11 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.