



**DIRECTORATE:** Operations and Regulatory Services

**DIVISION:** Facility Services and Civic Management

**POST TITLE:** Civic Operations Manager

**EVALUATION:** 521 points **GRADE:** N07

**RESPONSIBLE TO:** Hospitality and Facilities Manager

**RESPONSIBLE FOR:** Facilities and Hospitality staff

**JOB PURPOSE:** To manage and deliver a range of hospitality and 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 level of duties which the job holder could be expected to perform. It is not exhaustive and other duties will 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. To contribute to the management of all building assets, working with relevant parties to prepare and implement programmes for the repair and improvement of buildings, fixed plant and equipment
3. To take a lead role in the organisation and deployment of the Hospitality team
4. To monitor performance and service standards to ensure compliance with internal and external standards.
5. 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.
6. Build appropriate employee relations and working relationships, maintain effective communications with all staff, customers and clients to ensure the effective delivery of services

7. Responsible for financial resources in relation to income generation, compliance with financial regulations, procurement of and accounting for stock levels and to contribute toward service budget setting process
8. 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.
9. Ensure all supplies, materials and equipment meet both service needs and operational requirements, promoting efficiency and effectiveness and value for money principles.
10. Actively participate in Civic, ceremonial and other hospitality functions in the Civic Centre and promote the Civic Centre's prestige as an historic building
11. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures and health and safety legislation and ensure compliance.
12. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery