

Job Description

Post Title: Senior Operations Manager (Catering or Facilities) A5101

Evaluation: 627 Points Grade: N10

Responsible to: Service Manager

Responsible for: Staff as allocated

Job Purpose: Lead responsibility for the delivery of catering or facility services, including providing technical advice, guidance and knowledge of catering or facilities related matters, ensuring 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 Deliver, develop and adapt services, policies and procedures in line with statutory and legal requirements, continuous improvement and best practice.
- 2 Liaise and negotiate with external customers and internal clients to develop and deliver service requirements in accordance with service level agreements, contract specifications and PFI programme arrangements.
- 3 Proactively lead, manage and promote the service on an ongoing basis; supporting new business initiatives to develop commercial awareness and enhance income
- 4 Respond to and resolve the more complex operational problems in respect of service delivery, customer enquiries and member requests.
- 5 Assist in the management and financial performance and control of all allocated resources, maintain strict budgetary control and monitoring to ensure all service delivery is within the required levels of performance and budget.
- 6 Contribute to the ongoing development and maintenance of performance, quality control and health and safety monitoring systems.
- 7 Responsible for the appointment, motivation, development, performance management, deployment, supervision, discipline and overall effective

utilisation of facilities operations staff in accordance with the policies and procedures of the Council.

- 8 Implement Council, directorate and divisional policy advice and guidance in line with financial regulations, workforce and service planning activities.
- 9 Ensure operational service compliance with the Council's standing orders, financial regulations, health and safety legislation and any other relevant regulations.
- 10 Develop effective working relationships and communications with all staff, customers and clients to ensure the delivery of services in accordance with Council and service standards, policies and procedures.
- 11 Facilitate the organisation of and / or to undertake specific vocational training to meet the identified training and development needs of the service and staff.
- 12 Lead on the development of service improvement and delivery plans, conduct performance appraisals, training needs analysis and set agreed outcomes and targets within fixed time frames.
- 13 Ensure all supplies, materials and equipment meet both service needs and operational requirements, promoting efficiency and effectiveness and value for money principles.
- 14 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.
15. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.

