

Assistant Operations Manager

Job Description

Reports to: **Operations Manager**

Direct reports: **Allocated staff**

Evaluation: **532 points**

Grade: **N7**

Reference: **A4699**

Purpose

Assist in providing a seamless delivery of street services, grounds maintenance or refuse operations in accordance with the Council's strategy, relevant legislation including Environmental Protection Act 1990 and Local Services and Waste Management operational response standards.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Assist the Operations Manager in managing staff deployed in Local Services & Waste Management across the city, in line with council policy and procedure to ensure effective service delivery and behavioural change for the council and clients in the following areas.
 - Street Cleansing
 - Refuse Collection
 - Waste Management
 - Grounds Maintenance and Arbor
 - Commercial and paid for Services
 - Behaviour change

2. Respond to and resolve problems/queries in respect of service delivery, customer and member enquiries.
3. Allocation of resources to ensure the effective delivery of services in line with service level agreements and service standards, to achieve performance targets
4. Supervise and coordinate front line resources in response to adverse weather conditions, in particular winter maintenance, flooding and other extreme weather conditions.
5. To assist in promoting and supporting behavioural change initiatives to improve waste management and street cleansing standards.
6. Responsible for allocated resources, fleet, PPE, and equipment and investigation into any loss or damage of such resources
7. Assess operational delivery with a view to delivering improvements and greater efficiency wherever possible.
8. Maintenance of the internal integrated management systems, for example in relation to managing sickness and training
9. To monitor Health and safety arrangements to ensure safe systems of work and compliance with HASAWA and other relevant legislation.
10. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.
11. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.