

Operations Manager

Job Description

Reports to: Senior Operations Manager

LSWM

Direct reports: Allocated Staff

Evaluation: **611** points

Grade: **N9**

Reference: **A4698**

Job Purpose

Provide a seamless delivery of street services, grounds maintenance, waste management or refuse operations in accordance with the Council's Strategy, relevant legislation including Environmental Protection Act 1990 and Local Services & 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. Management of 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
 - Commercial and paid for Services

- Behaviour change

2. Allocation of resources to ensure the effective delivery of services.
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. Development of staff to meet performance targets and changes to service delivery.
5. Co-ordinate front line resources in response to adverse weather conditions, in particular winter maintenance, flooding and other extreme weather conditions.
6. Responsible for the security and maintenance of all allocated resources, including depots, materials and 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. To Lead, promote and support behavioural change initiatives to improve waste management and street cleansing standards
11. Provide advice and guidance in relation to legislation, policies and procedures governing the service. Contribute to policy development in line with changes to legislation, continuous improvement and best practice

12. Lead in the development, maintenance and compliance of internal integrated management systems.
13. To monitor Health and safety arrangements to ensure safe systems of work and compliance with HASAWA and other relevant legislation.
14. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
15. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.
16. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.