Job Description

JOB TITLE:	**Borough Operations Manager**
GRADE:	**M**
POST NUMBER:	**C206000814**
DIRECTORATE:	**Communities – Public Realm**
SERVICE:	**Waste Services**
RESPONSIBLE TO:	**Head of Waste Services and Development**
RESPONSIBLE FOR:	**Senior Operations Manager (x3)** **Operations Fleet Compliance officer**
	This post does not require a DBS check. **This post is not politically restricted.** **A Council-supplied vehicle will be provided where the use of a personal vehicle for work purposes is not possible.**
JOB SUMMARY:	Reporting to the Head of Waste Services and Development, responsibility for the operation of day, evening and night waste, street, markets and parks cleansing, recycling and related services, ensuring that they are fit for purpose and delivered safely and cost effectively to budget whilst meeting specified corporate standards and overall specifications. Lead the operational management team and maintain a high standard of operational conduct, competence, performance and regulatory compliance across the service. Support the Head of Service in developing strategies and policies to extend service provision and enhance performance. Develop and maintain effective communications and liaison on operational matters with corporate and external partners and manage workforce issues through regular positive and appropriate engagement with local union representatives.
ROLE REQUIREMENTS:	*[The role requirements are the duties and responsibilities that are specific to the job. If a duty is required to be carried out infrequently this should not be recorded as this list is not exhaustive]*

1.	Manage and oversee the delivery of all environmental operational services, ensuring that they are of a high quality and achieve and exceed the Council's cleaner and greener priority outcomes.
2.	Ensure that all environmental operational services are delivered safely and efficiently to the required standards of performance within budget and in compliance with relevant legislation, codes of practice and guidance. This includes the management of budgets and expenditure, resource allocation, quality control, strategic development, service improvement, staff and performance management.
3.	To support the Head of Waste Services and Development and contribute to the development and implementation of effective strategies, policies, procedures and systems (that align with relevant council strategic objectives, mayoral priorities, corporate, divisional and team targets) to deliver high quality outputs and outcomes, measurable service developments and improvements.
4.	Ensure that the Operational Management Team develop and maintain handover procedures enabling a continuity of communication throughout the day/evening and night shifts to manage services in an effective and customer focused manner to capture and resolve operational issues promptly.
5.	Ensure and chair a fortnightly health and safety meeting where all H&S issues are reviewed, discussed and resolutions actioned to address risks in a timely manner.
6.	Ensure and review an annually compiled operational workforce training programme that is maintained and implemented with digital records kept meeting the requirements of the Health and Safety at Work Act 1974 and any subsequent HSE inspection at any time.
7.	Ensure and review an annually compiled operational driver training programme that is maintained and implemented with at least one day of a DVLA scheduled module per driver per annum alongside annual driving license checks to fulfill Driver CPC requirements with digital records kept and uploaded to the DVLA.
8.	Ensure and monitor that operational procedures regarding operations' fleet vehicles are in place and followed as required daily by managers and drivers in the service to fully comply with the Council's 'O' Licence issued by the Traffic Commissioner, including the monitoring of drivers' hours and completion of associated vehicle checks and documentation.
9.	Manage local trade union(s)/workforce relations and chair the monthly Trade Union meeting maintaining appropriate and

	positive and effective relations with union(s) and other representatives.
10.	Continue to expand the development of relationships with customers, providing improved tracking of customer complaints and their associated resolutions, providing support to local resident groups as required.
11.	Ensure both excellent customer relations with local housing management, RSLs, residents and businesses and the services' ability to address any operational issues or concerns they raise across all shifts and services provided.
12.	Ensure that where operational issues arise as a result of non-compliance with corporate standards by landowners, local housing managers, RSLs and businesses, they are brought to the attention of those responsible and resolved in liaison with Waste Strategy team where required.
13.	Managing, chairing and attendance as required at a range of internal and external meetings in liaison with internal teams and external partners.
CORPORATE RESPONSIBILITIES	
14.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
15.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
16.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
17.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
18.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
19.	Adherence to the Council's commitment to the health, safety and welfare at work policy. Health and safety responsibilities include:

	▪ arranging, where necessary, additional health and safety guidance and procedures to cover specific work activities, in addition to corporate arrangements ▪ holding staff accountable ▪ ensuring risk assessments are carried out, reviewed and shared with all appropriate staff ▪ ensuring staff receive adequate information, instruction, training and supervision ▪ cooperate with trade union/safety representatives and attend relevant meetings.
20.	As and when required deputise for the Head of Waste Services and Development in strategic service development matters and attendance at meetings with the Lead Member and at Director level and above.
21.	Lead and participate in all service / team activities and ensure that these are aligned to the Council's corporate priorities and outcomes, as set out in the Strategic Plan.
22.	Continuously improve systems and processes and, as part of our Smarter Together Transformation programme, modernise our core support and enabling functions to improve effectiveness and efficiency
23.	Promote and actively participate in the programme of service reviews and transformation projects to improve the Council's operational effectiveness.
24.	Utilise new ways of working to champion our diverse communities and secure effective outcomes for the council's residents.
PEOPLE	*[This should detail those aspects of that require contact and interaction with other individuals, either within the council and/or in outside organisations, and the intended outcome of this]*
25.	Maintain responsibility and accountability for the management of all operations' staff through the leadership, management, motivation and career professional development of direct reports and the wider team.
26.	Management of all Operations people aspects such as workforce establishment, recruitment, staff development, attendance, sickness absence, agency usage, overtime, training, employee relations and union relationships.

27.	Responsibility through management and monitoring of HR related and disciplinary matters, ensuring that the Operational management team set and deliver a high level of operational service professionalism at all staff and service levels by rigorously applying corporate policy, procedures and standards in all aspects of performance, PPE/Uniform, and conduct and dealing with non-compliance in a timely manner.
28.	Ensure the Operational Management Team and Operations service workforce are continually updated with procedural or legislative changes and that the effects are communicated, understood and implemented effectively, particularly in areas relating to waste disposal arrangements, health and safety, fleet compliance and software changes.
29.	Work collaboratively with the Council's partners and stakeholders to inform decisions, ensuring that this supports the delivery of specific service programmes and deliverables.
30.	Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
31.	Establish and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets' residents.
FINANCE	*[This is for roles that have budgetary responsibility, e.g. the requirement of managing budgets, delivery targets and the efficient deployment of resources – delete if not applicable]*
32.	Prior to formal annual budget approval, compile a budget forecast ensuring that the required elements of the operations service are accounted for, costed and reconciled against the relevant staff establishment and associated needs.
33.	Manage operational spend and ensure daily reconciliation of operations' workforce hours with agreed establishment numbers by service area.
34.	Support and have regular oversight of Commercial waste operations taking timely and appropriate action to address issues affecting the financial status of the portfolio.
35.	To generate additional operational related income ensuring that special events and other non-contractual service

	requests are properly reviewed, resourced and priced to deliver the required level or service.
SERVICE	*[This section will include requirements that the job holder may have in respect of quality assurance, continuous improvement, and the efficiency of the service]*
36.	With a strategic focus, manage and review operations', maintaining regular contact with the waste strategy team and other corporate teams to ensure that scheduling and services keep pace with the requirements of the local environment and the continual development of residential and commercial infrastructure in the borough and are delivered in line with the Council's agreed service standards and priorities.
37.	Develop and maintain standard operating procedures to ensure that all formal record keeping is captured and that the workforce is tasked and resources applied appropriately to deliver specified operations' services to standard and as scheduled in a reliable manner.
PERFORMANCE	*[This section needs to list the specific targets that are required to be met by the post holder and how these will be achieved]*
38.	Ensure the management reporting of the operations service across its responsibilities at all levels and functions that accurately reflects operational business performance capturing data and information for key performance indicators, utilising the agreed software e.g. Whitespace.
39.	Ensure the highest standards of quality, productivity, delivery, reporting and compliance across the operations service regarding both legislation and Council policies, standards and procedures that relate to areas such as scheduled work, fleet, health and safety, operator licences and human resources.
40.	Identify areas of underperformance promptly using data analysis and other available means and manage improvement and development in conjunction with the Environmental Management Team and other internal teams and external partners where necessary.
41.	Achieve corporate targets and develop operational arrangements and services to deliver improved waste reduction, recycling and cleansing related performance in collaboration with internal teams and external partners as appropriate.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post and on occasion vary daily working hours as reflected by the nature of the service for the purposes of review/monitoring and/or deal with service-related issues through to resolution.

Person Specification

Person Specification for the Post of		**Essential (E) or Desirable (D) (if applicable)**	**Method of Assessment A= Application Form T= Test I= Interview**
Knowledge	Detailed and extensive understanding of contemporary policy, legislation, practice and procedures relating to Waste Management.	E	A/I
	Up to date knowledge of effective management techniques for managing people and budgets.	E	I/T
	Extensive knowledge and understanding of the structure and workings of local government and other agencies involved in waste management services.	E	I/T
	Detailed and extensive knowledge and understanding of performance management and quality control of waste management and street cleansing.	E	A/I
	Extensive knowledge and understanding of Health and Safety in the workplace and	E	A/I

	in relation to the operation of waste services. Extensive knowledge of regulatory vehicle fleet and driver compliance requirements.	 E	 A/I
Qualifications & Experience	Relevant degree, and/or professional qualification in any one of the Group areas, or at least 5 years relevant experience. Educated to high standard, with several years' experience in managing within a waste services environment with health and safety and vehicle/driver compliance responsibilities. Proven high level of competency in business administration, technical support, stock management, management of complaints, management and support processes to achieve desired outcomes. Proven competency and experience in setting and managing service level budgets. Experience of using databases, spreadsheets, word processing and analytical tools. Experience of procurement, managing supplier relationships, ordering materials and equipment and maintaining adequate levels in support of the service Experience of dealing with a wide range of clients and/or	D E E E E E E	A A I A/I/T I/T A/I I

	customers either through correspondence or telephone conversations. Ability to manage strategically and identify improvement opportunities, and support delivery of improved systems and processes across Waste Operations. Experience of supporting a team and working with multi-disciplinary professionals to deliver services. Evidence of successful partnership working to deliver outcomes. Experience of working with the public and wider representatives, trades unions and elected Members, including attending project boards, Committees and public meetings.	 E E E E	 A/I I I A/I
Living the TOWER Values sets out the essential behaviours required of all staff.		**They are aligned to the organisation's five TOWER Values**	
We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Building relationships: Seeks opportunities to build positive relationships with people from other teams and partners. Developing networks: Seeks opportunities to build positive relationships with people from other teams and partners. Making it a better place to work:	E E E	I I I

	Looks for ways to help build team spirit and work effectively with other team members. Collaborating: Shares information and engages others in a timely way to achieve the best outcomes	 E	 I
We are **OPEN** and transparent	Communicating clearly: Ability to present information on complex issues clearly and concisely, both orally and in writing Listening, acting & coaching: Role models and champions a coaching culture across the Council and with partners Managing change: Ability to facilitate, lead and manage appropriate change at a pace required for the further improvement and success of the Council Being approachable: Approachable and actively seeks feedback from others to improve how they do things	E E E E	I I I I
We are **WILLING** to challenge, innovate and be accountable	Being accountable: Takes accountability for delivering clear goals and targets, whilst setting high standards for self and others Learning & challenging: Challenges accepted 'norms' in order to improve the way things are done for areas under their responsibility Personal development:	E E E	I I I

	Creates a culture of learning and personal development of self and others in order to build capacity and manage talent internally Improvements & innovations: Promotes a culture of innovation and creativity that pushes the accepted boundaries	 E	 I
We empower each other to be **EXCELLENT** and go the extra mile	Having purpose & personal motivation: Ability to motivate self and others about the Council's strategic vision, values and goals and how they can contribute to making a difference Being empowered: Ability to take control of the areas under their responsibility and make positive changes and set appropriate goals Focusing on well-being: Ability to promote the well-being of self and others overcome difficulties by identifying and building individual strengths and achieving desired outcomes Colleagues feel appreciated & valued: Actively champions successes and 'good news' across the Council, and externally that recognise the successful achievements of colleagues to inspire others	E E E E	I I I I
We **RESPECT** all communities; they are the heart of everything we do	Understanding our customer's needs: Ability to use customer feedback to actively improve customer outcomes and the way services are delivered	E	I

	Learning from customers: Ability to develop strategies to develop or improve business processes and procedures based on learning from customers	E	I
	Being a customer ambassador: Champions and leads on the provision of excellent customer services that delights and creates an exceptional customer experience	E	I
	Respecting diversity and being inclusive: Values diversity, does not discriminate and provides equal opportunity in employment and service delivery	E	I
Additional Requirements	Willingness to work outside of contracted hours in the evenings and weekends subject to notice.		