

# Job Profile comprising Job Description and Person Specification

## Job Description

<b>Job Title:</b> Operations Manager	<b>Grade:</b> PO6 Pay scale £49,939 to £58,752 (103% £60,515)
<b>Section:</b> Waste and Street Cleansing	<b>Directorate:</b> Environment and Community Services
<b>Responsible to following manager:</b> Assistant Director (Waste and Street Cleansing)	<b>Responsible for following staff:</b> Senior Site Supervisor x 2
<b>Post Number/s:</b> TBC	<b>Last review date:</b> July 2024

### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose

Responsible to the Assistant Director for Waste and Street Cleansing, develop and deliver a strong health, safety and environmental protection culture at the sites under the Authority's control whilst delivering exceptional customer service, maximising revenue and cost control, and delivering new waste diversion initiatives at an operational and strategic level.

### Specific Duties and Responsibilities

## Site and Operational Management

1. Manage the daily activities of the Councils Household Reuse and Recycling Centre and the Councils Material handling Facility (the Sites), in line with annual budget requirements and Service Level Agreements.
2. Ensure that within the post holder's areas of responsibility, the Authority complies fully with its legal duties in respect of the health, safety and welfare of its employees and of other users of the Sites.
3. Ensure that the responsibilities commensurate with the role as laid out in the Authority's Health and Safety Policy.
4. Develop and deliver a strong health, safety and environmental protection culture at the Sites.
5. Achieve full compliance at the Sites, including compliance with all requirements of the Sites' environmental permits, the Planning Authorities and all other regulators.
6. Ensure that the Sites and their equipment are sufficiently maintained.
7. Develop and deliver a culture of customer service excellence across the Sites.
8. Through data driven decision making, ensure that the Sites achieve targets against Key Performance Indicators and the requirements of Service Level Agreements.
9. Working with the councils Health and Safety team ensure that each site is compliant with H&S systems and procedures and carry out inspections of the premises including any changes in risk assessments and operating procedures.
10. Proactively investigate, recommend and implement operating regimes that maximise revenue, minimise costs and promote efficiency across the Sites.
11. Meet the reporting requirements of internal and external stakeholders in terms of data and management information.
12. Maintain effective business continuity plans for the Sites.

## Staff Management

13. Lead, motivate, and manage the Sites' teams ensuring the effective delivery of services, good financial performance, compliance with statutory requirements and services.

14. Develop and deliver a strong culture of continuous professional development within the Sites' teams.

#### Financial Management

15. Support the Assistant Director to develop the annual budget (capital and operational) for each of the Sites in full consultation with all stakeholders.

16. Support the Assistant Director to monitor the budget for each of the Sites and meet the reporting requirements of the council.

17. Ensure that each of the Sites is fully complying with financial legislation and the financial procedures of the Council.

18. Initiate the procurement of goods and services for the Sites in accordance with the policy and procedures of the Council.

#### General

19. Develop and maintain strong working relationships with key internal stakeholders, including colleagues that develop improvement projects and colleagues responsible for the management and control of finance and data.

20. Develop and maintain strong working relationships with key external stakeholders, including relevant officers from the Waste Disposal Authority, neighbouring occupiers, site managers from other sites, contractors, regulators, emergency services, etc.

21. Undertake any other duties commensurate with the grade of the post, as may be required from time to time, including working from different locations, attendance outside of normal working hours and supporting activities that cover all of the councils work.

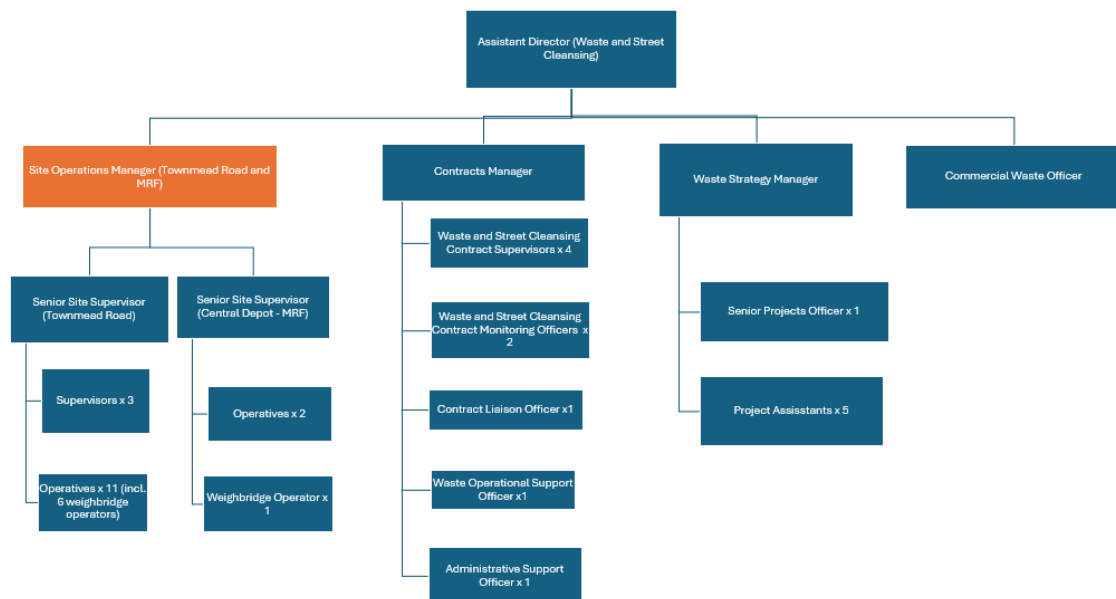
- Generic Duties and Responsibilities
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.

- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

- Additional Information

From time to time be able to support the site operations by operating plant and machines onsite such as Fork lift truck, Loading shovel and Material Re-Handler / Telescopic Handler (360).

- Team structure



## Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of relevant legislation for environment, waste, plant and Health & Safety	E		A/I
Using management information to monitor and improve performance.	E		A/I
Experience	Essential	Desirable	Assessed
Experience of the waste management industry	E		A/I
Experience of managing operational staff, including contractors	E		A/I

Record keeping including financial record keeping.	E		A/I
Willing to undertake unsocial hours, weekend and Bank Holiday working, as required	E		I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Leading teams through change and providing feedback on performance		D	A/I
Delivering on service requirements and calm and effective crisis management.	E		A/I
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
IOSH/NEBOSH General Certificate		D	A/C
COTC level 4 qualification	E		A/C
Accredited training for operating plant and machinery or work towards certification within first 3 months		D	A/C

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**