

**ROYAL BOROUGH OF GREENWICH**

**JOB DESCRIPTION**

**DEPARTMENT** COMMUNITIES, ENVIRONMENT& CENTRAL      **POSTHOLDER**

**SECTION** STREET SERVICES      **GRADE** PO7

**POST DESIGNATION (TITLE)** OPERATIONS MANAGER (PERFORMANCE & IMPROVEMENT)

Purpose of Job:

To be responsible to the Head of Street Services for leading 300+ staff providing a range of waste collection and street cleansing activities, and for the performance and standards of the operational team, including the proactive implementation of evidence-led continuous improvements.

To foster a culture of accountability, communication, inclusion, safety and professionalism. To work with stakeholders and foster productive relationships that positively impact the staff, the service and the wider public realm.

Manages up to 5 directly managed staff.  
Manages up to 300+ indirectly managed staff  
Manages up to 3/5 consultancy/contracting staff.

Main Duties:

1. To be responsible for the operational delivery of the waste collection and street cleansing services, ensuring the work is completed safely, on time and to the required standard.
2. To drive and instil a culture of accountability, communication, inclusion, safety and professionalism at all levels of the operational service, with a focus on customer needs, accessibility and expectations.
3. To be responsible for the accurate and timely collation and coordination of operational performance data, to monitor and analyse performance data and trends against agreed KPIs, to report on performance and to implement corrective action where performance falls below the acceptable standard(s) and/or to drive continuous improvements in service delivery.

4. To develop and maintain a wide-ranging and robust monitoring system, ensuring that operational teams are working in compliance with agreed operational and safe working practices.
5. To closely monitor expenditure against agreed budgets and to put control measures in place to drive continuous efficiencies. To be responsible for the proper use, storage, management and control of Council assets under their area of responsibility.
6. To analyse existing operational processes and workstreams to identify areas requiring improvement. To develop operational improvements/action plans to increase efficiency and safety.
7. To be the operational lead on departmental and/or corporate projects, ensuring that the needs of the service are incorporated, including any associated resources and funding, and that operational packages are completed as per the requirements of the project(s) and/or programme.
8. To participate in departmental and corporate strategy development.
9. To oversee the successful delivery of a continuous and comprehensive training programme to operational staff and ensure that compliance with appropriate regulations/internal requirements are continuously maintained.
10. To be responsible for the quality, accuracy and timeliness of responses to FOIs, EIRs, Member/MP Casework and complaints. To ensure that the root causes of the issues are identified and resolved, and ongoing monitoring to prevent reoccurrence is in place.
11. To prepare reports, briefings and presentations for a range of audiences (e.g. Councillors, senior management, frontline staff, residents, etc) and deliver these as required.
12. To ensure that have the required training to undertake the tasks of each job role. To identify skills gap and to work with relevant colleagues to ensure training needs are met. To ensure that staff are made available to attend scheduled training whilst minimising impacts on service delivery.
13. To ensure that all members of staff receive regular 1-2-1s and Personal Development Conversations (PDCs), in accordance with the Council's policies. To identify and take action on any emerging themes and issues, including keeping senior management informed. To hold regular team meetings with the operational team to discuss issues and keep staff abreast of developments.
14. To foster a collaborative and accountable approach with other Council departments and external stakeholders to ensure that individual responsibilities are clear to have a well maintained public realm.
15. To promote services successes with the assistance of the Council's Communications team and to seek recognition from relevant external bodies.
16. To work in accordance with the Waste Strategy, including minimising waste arisings, and to handle and dispose of municipal waste effectively and compliantly.
17. To be responsible for determining customer needs and preferences, and identify and implement a service delivery approach that produces a range of efficient, quality

services reflective of customer expectations. To participate in the development of specifications, and the letting of contracts in relation to elements of service provision. To monitor contractors providing services relating to waste collection and street cleansing activities.

18. To deal with conflicting priorities whilst maintaining the required level of service.
19. To attend site visits or meetings with internal or external stakeholders, as required, including early morning, evenings and weekends.
20. To undertake any other work appropriate to the level and general nature of the post's duties.
21. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
22. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
23. To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
24. To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
25. To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures. To monitor and manage the wider operational team to ensure that they are acting promptly and in accordance with the Council's policies, with particular focus on sickness management, performance and conduct matters.
26. Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)
27. This post does not require a DBS
28. To undertake supervision/management of staff as and when required.
29. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to:

**HEAD OF STREET SERVICES**

## Person Specification

<b>Job Title</b>	Operations Manager (Performance & Improvement)
<b>Grade</b>	PO7
<b>Service/Section</b>	Street Services
<b>Directorate</b>	Communities, Environment and Central

**Shortlisting Criteria:** Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
<b>Knowledge</b>	
Knowledge of relevant current and future legislation in relation to the delivery of waste collection and street cleansing.	E
<b>Skills and Abilities</b>	
Ability to foster a culture of accountability, communication, inclusion, safety and professionalism	E
Ability to interrogate data, monitor performance and take corrective action/introduce controls to improve financial performance and service standards.	E
Ability to work in a complex and political environment.	E
Ability to build and maintain effective working relationships at all levels and with a range of stakeholders.	E
Ability to communicate with all levels of the organisation and with a wider range of internal/external stakeholders	E
To have excellent IT skills and the ability to learn new software packages	E
Hold a Category B (car) driving licence	E
<b>Experience</b>	

Experience of working in waste collection or street cleansing at a management or senior management level.	E
Experience of effectively manage a large workforce of waste collection and/or street cleansing staff	E
Experience of using an evidence/data-led approach in driving improvements in service delivery	E
<b>Equal Opportunities</b>	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E