

Operations Manager

Salary £39,571-£44,624 Per annum

Permanent, Full Time, 37 hours per week

Farington Waste Recovery Park

Essential requirements:

- Experience of waste operational practices and health, safety and quality management systems.
- Experience of budgetary control, data analysis and forecasting.
- Experience of procuring goods and services.
- Experience of staff management.
- Detailed knowledge of the legislative framework associated with delivery of the role.

Role Context Information:

The Operations Manager will report directly to the Contracts and Operations Manager.

The Operations Manager will be responsible for the operation of the council's network of waste facilities and must have the ability to deliver efficient, compliant and safe operations against a backdrop of demanding targets and challenging budgets.

This will involve the development of operating and reporting systems, management and monitoring of performance, performance improvement and efficiencies and budgetary control for the operational services.

Managing a large team of staff and a frontline workforce the Operations Manager will have the ability to motivate people and achieve high levels of customer service.

Typical duties will include the following:

- Managing all aspects of the day to day operation of the council's network of waste facilities.
- Ensuring operations are compliant with all statutory and legal obligations and an Integrated Management System.
- Development of risk assessments and the implementation of safe systems of work.
- Procurement of goods and services
- The procurement of new contracts or service agreements.
- The management of contracts and service agreements.
- Analysing business intelligence and developing and implementing strategies to ensure operational improvements are delivered to meet budgetary and performance targets.

- The management of a large team of workers with varying skill and ability levels
- Leading, coaching and mentoring to develop others.
- Identifying opportunities for improving procedures and processes within the team or wider service area to support the continuous improvement of services.
- Supporting the Contracts and Operations Manager in the delivery of aspects of their role that are commensurate to the grade of the post.

Additional requirements:

- Occasional weekend or bank holiday working may be required to meet service needs.
- The post holder will be required to undertake relevant competency qualifications.

You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. However, we may consider you if you cannot drive because of a disability. We do not hold a sponsorship licence and can only consider applications from candidates who are legally entitled to work in the UK. If you do not have the right to work in the UK, your application will not progress.

We reserve the right to close down a vacancy early, before the closing date, if we receive sufficient applications.

Additional Information

- Minimum Salary: £39,571
- Maximum Salary: £44,624
- Pay Basis: Yearly
- Schedule Type: Full Time
- Contract Type: Permanent
- Hours: 37
- Closing Date: 10 August 2022
- Interviews: Week of 15 August 2022

Lancashire County Council
Person Specification (Grade 10 – Technical/Professional)

	Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
	Qualifications:		
1.	Professionally qualified/relevant degree (or equivalent), plus substantial experience or substantial vocational experience demonstrating development through involvement in a series of progressively demanding roles.	E	A
	Experience:		
2.	Experience of using up to date and authoritative knowledge in a technical/specialist area to support delivery of a complex operation/function/service.	E	A, I
3.	Working in different operational areas or supporting activity across different service.	E	A, I
4.	Experience of providing effective support for operational activity or service undergoing change and challenge.	E	A, I
	Knowledge and Skills:		
5.	Proven ability to implement and deliver complex and challenging solutions which are consistent with existing, new or evolving policy/procedure.	E	A, I
6.	Effective communication and networking skills with a wide range of staff and external organisations.	E	A, I
7.	Demonstrative knowledge of the application, principles, theory and practice of the specialist area of responsibility.	E	A, I
8.	Ability to apply technical/specialist judgement to ensure service area objectives are achieved.	E	A, I
9.	Ability to plan and organise a range of complex activities and priorities within a focused area of service.	E	A, I
10.	Comprehensive understanding of all existing Policy and Procedures in the service area and application in a changeable and challenging environment	E	A, I
11.	In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.	E	A, I
	Other (including special requirements)		
12.	Commitment to equality and diversity	E	I
13.	Commitment to health and safety	E	I
14.	Display the LCC values and behaviours at all times and actively promote them in others	E	I

Lancashire County Council Grade Profile

Grade Profile –Technical/Professional - (Grade 10)

Applies to all technical/professional posts at Grade 10.

Purpose

Experienced professionals providing specialist professional services and advice to customers and regularly support/advise senior managers within own specialist area. Uses expertise to deal with highly complex and high risk issues across a range of situations.

Scope of Work

Although they will work within well-defined functional objectives, they will be expected to proactively question or challenge Council practice or procedure based on improvements in technology, legislation or best practice. They may provide technical reference, support daily supervision for a small team of professionals or a large team of para-professionals.

Accountabilities/Responsibilities

The following are a range of duties that are appropriate to this grade.

- Deliver and manage complex and high risk service assignments and activities (e.g. inspections, assessments, investigations, managing caseloads), to meet service requirements and to ensure the best outcomes for both customers and the Council.
- Provide technical assurance and prepare standards, policies and procedures within area of specialism, ensuring compliance with best practice, relevant legislation and Council policy frameworks.
- Shape and influence service planning and budgets, using expertise to identify relevant customer, professional or legislative trends that may impact on delivery.
- Produce and analyse internal service and management information to contribute to the development of new services and innovative working practices.
- Lead on the development and delivery of specific small to medium improvement projects to meet a defined objective to contribute to the continuous improvement of services.
- Design, develop and deliver formal and informal technical training programmes for both internal and external service providers to ensure best practice is delivered across the service.
- Build partnerships/networks both internally and externally to shape and improve multi-agency service delivery as well as use of best practice.

Skills, knowledge and experience

- Typically professionally qualified/relevant degree (or equivalent), plus substantial experience OR substantial vocational experience at a demonstrably professional level.
- Experience of using up to date and authoritative knowledge in a technical/specialist area to support delivery of a complex operation/function/service.
- Experience of working in different operational areas or supporting activity across different service.
- Experience of providing effective support for operational activity or service undergoing change and challenge.
- Proven ability to implement and deliver effective delivery of complex and challenging solutions which are consistent with existing, new or evolving policy/procedure.
- Very good communication and networking skills with a wide range of staff, senior decision makers and external organisations.
- Demonstrative knowledge of the application, principles, theory and practice of the specialist area of responsibility.
- Ability to apply technical/specialist judgement to ensure service area objectives are achieved.
- Ability to plan and organise a range of complex activities and priorities within a focused area of service.
- Comprehensive understanding of all existing Policy and Procedures in the service area and application in a changeable and challenging environment.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Quality of service against legal, safety and best practice standards
- Achievement of organisational objectives and targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Customer and stakeholder feedback