

# Job description

## Boroughwide Operations Manager

- Grade: PO4
- Reports to: Boroughwide Services Manager
- Direct reports: Up to 80
- Your team: Boroughwide Services
- Service area: Street Operations Services  
Directorate: Climate and Environment

### Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.

This is a safety critical post and will be subject to the council's drug and alcohol policy

This post is subject to the council's declaration of interest procedure

This post is designated as politically restricted

## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

# Overview of the role

The post holder will be responsible to (and deputise for) the Boroughwide Services Manager for the provision of an effective Waste Management and Cleansing Service. This includes the deployment of staff, plant and machinery and management of sub depots and stores. The post holder will have direct responsibility to ensure that the service is provided to the level set out in the Waste Management specification and as directed by the Operations Service Manager.

## Key responsibilities

To assist the Boroughwide Services Manager in providing an effective and efficient service by providing effective management of front line teams in carrying out general and specialist cleansing, waste, clinical, confidential, voids and winter maintenance management duties as directed.

To be responsible for the implementation of current and future service transformation programmes, to lead and implement throughout their services area.

To develop and manage work programmes, monitor service standards, ensure adequate resourcing and be responsible for all health and safety procedures in their area of operation.

To work in partnership with the Estate Services in Housing and Commercial Waste service to ensure the effective waste management service in estates and Commercial Waste.

To maintain high levels of customer satisfaction with the service.

To assist in the development and implementation of work programmes and schedules and to ensure that effective systems are implemented for the completion of work within the programme.

To manage and supervise all staff within service area and to ensure their effective deployment to meet service requirements. This will include the management of attendance records, time sheets, sickness, annual leave, performance management, training and development and performance appraisals.

To lead on all second stage and above sickness, attendance and disciplinary matters. To conduct interviews and produce reports. To monitor staff matters being conducted by the Supervisors and ensure compliance with council procedures. To maintain a register of staff issues and raise any concerns as identified.

To be able to use own experience and initiative to problems solve and find resolutions for service issues and implementation of new and existing process and systems.

To ensure vehicles, plant and machinery are suitably maintained and to manage replacement plant and hire of replacement plant and vehicles.

To continually review the services under your control to ensure improvements in service delivery. To assist in the design and implementation of changes to services or methods of working to meet changes in customer requirements or to improve efficiency or reduce cost or environmental burdens.

To support and manage the staff under your control in carrying out their duties and in particular to support apprenticeship schemes for local people and to promote and develop careers of staff.

To ensure that the waste management, cleansing and winter maintenance operations are carried out in accordance with the specification requirements, ensuring that all service levels/key performance targets are met. To monitor the quality of the service to ensure consistent high standards. To work with supervisors and managers to raise standards and seek excellence across all services and to ensure that services are integrated at point of delivery.

To organise and continuously develop work manuals, which specify procedures and codes of working practice, in order to develop a comprehensive quality approach to services.

The ability to produce quotes for additional works, manage budgets and provide financial reports.

To work alongside and cover other staff members as part of a team as and where operations indicate, to be able to relocate to parts of the borough as required to actively monitor the service

**Do not delete:** Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

# Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

## Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Experience of leading a team to deliver demonstrable service improvement	Essential
2	Proven working knowledge and application of key management skills	Essential
3	Working knowledge of Waste Operations equipment and its operational use	Essential
4	Ability to lead, motivate and supervise a team of staff to deliver a high level of performance	Essential
5	A knowledge of quality systems and the ability to monitor and ensure service compliance	Essential
6	Excellent communication and interpersonal skills to deal with and engage a broad range of people and clients in the work of the service	Essential
7	Ability to form, build and maintain strong, effective working partnerships with others including other team members, other Council staff and members of the public	Essential
8	A working knowledge of health and safety policies and the ability to monitor and ensure service compliance	Essential

Point	Criteria description	Essential/desirable
9	The ability to write reports and letters, good knowledge of MS Office including Excel and Word	Essential
10	The ability to manage budgets and effectively price works and produce quotations	Essential
11	Ability to plan resources to meet service requirements and to react to deficiencies in service provision	Essential
12	Able to work hours that are required to fulfil the job requirements, unsocial hours and cover emergencies as and when required including out of hours	Essential

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.