

POST TITLE	OPERATIONS MANAGER (OPERATIONAL SERVICES)
DIRECTORATE	PLACE – OPERATIONAL SERVICES
SERVICE	OPERATIONAL SUPPORT, PERFORMANCE AND IMPROVEMENT/NEIGHBOURHOOD AND ENVIRONMENTAL SERVICES
RESPONSIBLE TO	HEAD OF SERVICE
NUMBER OF POST HOLDERS	3
ACTING UP/ SECONDMENT	

PURPOSE OF JOB

A technical expert overseeing and co-ordinating the strategic direction, service improvement and support systems for the Council's Operational Services division. Responding to Council and service demand and design strategies to develop, implement and monitor performance targets.

Undertake a range of projects/areas of work to support technological advance, optimisation, and increased efficiency of all functions across Operational Services.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Provide professional advice and leadership on complex technical issues to inform the strategy and approach to improving the efficiency and utilisation of services and be responsible for the preparation of business cases for approval for investment in systems and technology for Operational Services.
- Identify opportunities for continual improvement and demonstrate effective management of change within a complex internal and external environment to Support the Council's priorities and business plan.
- Support effective planning and decision making, identifying opportunities to introduce change and continuous improvement, responding to the Council's dynamically changing operating model.
- Will have significant influence in the procurement of relevant contracts, developing specification, key contract terms, and contract mobilisation. Manage performance to ensure high quality contract management and that appropriate action is being taken.
- Will be responsible for taking a data driven approach to service improvement and delivery, working directly with operational services to embed new ways of working, systems and technologies to enhance performance and efficiency.
- Lead on the strategic overview and direction of systems for specific parts of the Operational Services division ensuring a consistent and effective approach is taken.
- Work with Heads of Service/Senior Managers to develop and agree a Performance Framework and Learning & Development Programme to support operational delivery and improvement.
- Develop and manage the compliance monitoring processes and manage with risk analysis, risk assessment, risk mitigation to facilitate the taking of decisions and actions to report risk appropriately.
- Prepare reports, strategic plans, the documents, briefings, presentations and Freedom of Information responses, for Council meeting, external agencies, senior officers, including the Council Management Team and relevant committees as well as business and stakeholder groups.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- The post holder is qualified to degree level (SCQF 9) or has equivalent relevant experience

- Demonstrate a creative and constructive approach to problem solving and develop a positive environment that encourages colleagues and managers to continuously develop and improve services on an incremental as well as transformational basis.
- Significant input to the strategic decision making for system procurement and coordinate deployment within Services Areas. Manage risk of reputational damage and customer experience.
- Interpret a range of complex information and to home in on key issues, principles and inter-dependent factors is essential in order to ensure that decisions are properly informed by technical, political and presentational expertise. Must demonstrate confidence in their own judgement whilst encouraging feedback and responding constructively to alternative ideas and proposals.
- Require extensive knowledge and skills in project, stakeholder and performance management.
- Require an understanding of relevant service area providing expert advice and guidance to senior managers on a range of service wide statutory obligations relating to all aspects of the services being delivered.
- Demonstratable ability to manage the varying interests of diverse stakeholder(s) in the delivery of business change; demonstrating creative and constructive approaches to resolving issues and process improvement in order to progress desired outcomes, analysing and presenting a range of complex information for a variety of audiences using appropriate communication channels.
- Ability to communicate and negotiate effectively at all levels both verbally and in writing and able to demonstrate an ability to analyse complex issues, assess their business impact and resolve these effectively
- Have a sound appreciation of the complexity and diversity functions within Operational Services.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- The post holder will work autonomously with minimal supervision.
- The post holder will operate in a changing environment and need to effectively and diplomatically manage competing priorities, interests and pressurised timescales.
- The post holder must be able to adapt flexibly to new demands and take appropriate action on matters requiring immediate response.
- Decisions and recommendations made by the postholder will have implications for how services are delivered and as such may impact directly on service users and other stakeholders and will have significant financial and resource implications.
- Although the post holder may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The staffing complement of these teams will vary according to the work programme but may be up to 20 employees.
- The post holder will be responsible for leading and directing a number of multi-disciplinary teams working to deliver specific projects within programmes of work which, at times will include external contractors.

RESOURCES

- The post holder will have responsibility for monitoring key aspects of IT development and performance improvement work within the service.
- The postholder will be responsible for significant input into procurement exercises for Operational Services up to £2.5M which will include systems with operational benefits across wider service areas.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;

- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).

NB: The total length of the JD should be 2 pages. It is therefore important to be concise when summarising the duties and requirements of the post