



Job Description

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| Job Title: | Assistant Operations Manager |
| Post No: | |
| Grade: | G |
| Location: | Cheltenham |
| Responsible to: | Operations Manager(s) |
| Responsible for: | Supervisors |

Part A: Job purpose

The post of Assistant Operations Manager is one of a number of 3 posts reporting to the Senior Operations Manager(s)

- a) The post holder will support Operations Managers in terms of service delivery, service management and development, policy advice and resource management for operational delivery of household waste and recycling collection services, street cleaning and grounds and cemetery maintenance within Ubico Ltd.

This job description operates in conjunction with the company's scheme of delegations.

Part B: Key result areas

- 1. The management of services listed in Part C which meet customers' needs, are of high quality, and are cost effective.**
 - a) to keep up to date with current practice, changes in legislation, identify future trends and advise the Operations Manager accordingly to ensure compliance at all times.
 - b) to assist Operations Managers with the preparation and presentation of financial, management and technical reports associated with own service area.
 - c) to assist Operations Managers with the implementation of a performance planning management and continuous improvement regime: to set targets and assist with monitoring performance indicators to meet the challenges of service delivery and modernisation
 - d) to provide relevant information to Operations Managers in the preparation of the annual business plan.
 - e) to assist Operations Managers in effective risk management within the corporate policy

- f) Support the Operations Managers to ensure the provision and deployment of the necessary vehicle fleet to undertake all operations
- g) to ensure that the company's equal opportunities policies are followed and actively practice social inclusion within own service unit.

2. Staff management and development

Exercise sound personnel management of employees within the scheme of delegation including:

- a) Recruitment, retention, training, development and when necessary, disciplinary action following the relevant policies.
- b) Manage staff absenteeism and sickness absence in accordance with the company's policies.
- c) Undertake the company's performance appraisal system and identify staff training requirements to meet the current and future needs of the business and report to the Operations Manager.
- d) To assist and support the Supervisors, taking a hands on approach where necessary or where directed by their Operations Manager and to ensure that effective, regular communication takes place throughout the team.
- e) Motivate staff within a creative and supportive culture
- f) Support Operations Managers in ensuring that health and safety risk assessments are undertaken and that safe systems of work are followed.

3. Physical resources and monitoring of budgets

- a) to assist Operations Managers and regularly monitor expenditure and income against budget and report potential variances to the Operations Manager, ensuring expenditure is controlled and value for money is achieved in all areas.
- b) to assist in ensuring all resources (including IT hardware and software) are used safely, legally and efficiently.
- c) to comply with standing orders, financial regulations and all other company policies and ensure financial probity in others.
- d) to assist in the planning and control of day to day operational use of available resources and ensure performance standards and targets are achieved

4. Professional / technical

- a) to maintain personal professional/technical competence within the service area in part C;
- b) To assist Operations Managers to define service standards within the context of the operations plan and monitor and maintain them;

- c) to assist in effectively managing and controlling the day to day provision, use and maintenance of vehicles, plant and equipment made available to you and to support front line staff to fulfil their requirements in line with the local O licence
- d) to ensure that all staff within your team keep up to date with current professional/technical practice;
- e) deal with customer and supplier correspondence relevant to your area of responsibility
- h) Support the Operations Managers to manage and control the day to day provision, use and maintenance of vehicles, plant and equipment and to comply with all systems, procedures and operating guidelines set by the Corporate Fleet Manager
- f) In the absence of an Operations Manager, to represent the company at meetings, providing professional advice and guidance

5. Other responsibilities

- a) to respond to changes to the company's responsibilities arising from changes in legislation, good practice, contract variations and other service pressures;
- b) to ensure personal and team compliance with the Data Protection Act, Freedom of Information Act, Regulation of Investigatory Powers Act (RIPA) and any other specific legislation that impacts upon the organisation, whether relating to personnel management or service delivery.
- c) To assist Operations Managers with business continuity planning within the corporate framework and policies
- d) To carry out any other duties that may be required commensurate with the general level of responsibility for the post.

Part C - Specific Service Areas

- a) To assist in the management of the operational delivery of household waste and recycling collection services, street cleaning and grounds and cemetery maintenance in line with legislation, best practice and contract standards.
- b) In consultation with Operations Managers, to implement service change where necessary and monitor existing service delivery to maintain efficient and cost-effective operations
- c) If required by an Operations Manager, to provide cost estimates and ad-hoc quotations or as requested by existing and potential customers.
- d) Support the Operations Managers to ensure compliance with our Operator licence undertakings and Ubico Fleet Compliance. Support the Operations Manager in:

- Ensuring compliance with laws relating to driving and operating vehicles under the O Licence
 - Ensuring compliance with rules on drivers' hours including EU Driver Regulations and domestic drivers hours
 - Monitoring and managing vehicle weights with clear management recording and brief/de-brief records
 - Keeping appropriate records of all driver reports, defect records and wheel security reports
 - Ensuring that the number of vehicles and trailers do not exceed the maximum authorised for each operation centre and overall vehicle margins
 - Ensuring that licence convictions are duly reported to Fleet Management and records are made available for VOSA submission
 - Informing Fleet Management of any infringements of Ubico Operating Licence
- e) To support Operations Managers in developing operational policies and procedures
- f) To allocate works to approved contractors and to monitor progress
- g) To maintain constructive and productive working relationships with customers, trade unions, partners, other agencies, voluntary groups and community groups.
- h) To participate in emergency management and business continuity management

The post is responsible for the management of the following service areas:

- Household waste and recycling collection schemes
- Household Recycling Centres
- Street Cleaning
- Grounds and Cemetery Maintenance
- Winter gritting
- Toilet and Buildings Cleaning