



Job description and person specification

Job title:	Senior Operations Manager
Band:	£49,400 to £52,973 per annum (<i>pay award from April 2019</i>)
Location:	Gloucestershire or West Oxfordshire
Responsible to:	Director of Operations
Responsible for:	Operations Managers, Assistant Operations Managers

Job purpose

The Senior Operations Manager post leads Ubico's Operations Managers in the delivery of local services on specific shareholder contracts.

1. General

- a. Make a major contribution to the effective delivery of services across the company that meet excellent quality standards and value for money
- b. Work closely with Operations Managers to lead & support them in delivery of local services on specific shareholder contracts, deploying Assistant Operations Managers as appropriate
- c. Provide advice, recommendations, policies and procedures relating to the provision of the service
- d. Seek new market opportunities and prepare tenders and estimates in response to invitations from existing and potential clients, in accordance with approved strategies and procedures
- e. Maintain constructive and productive working relationships with commissioners
- f. Make a significant contribution to the development, monitoring and review of the commissioner strategies and to deliver relevant action plan objectives
- g. Develop, monitor and review operational service delivery strategies and to ensure they have clear links to commissioner strategies and regulatory services
- h. Participate in emergency management and business continuity management and assist in the provision of an effective winter maintenance service
- i. Work closely with the Senior Management Team to ensure all activities are coordinated
- j. To prepare and present reports associated with operations for the Board of Directors, service commissioners, scrutiny meetings, executive and council meetings
- k. To ensure that an effective performance management and continuous improvement regime exists within all operations to meet the challenges of service efficiency and modernisation
- l. To undertake risk management within the company's policy and make recommendations to ensure ongoing improvements



2. Leadership, Staff management and development

- a. To lead, motivate and inspire Operation teams to achieve a high performance culture
- b. To manage the Operations Managers and Assistant Operations Managers, direct their work and determine their working priorities and activities
- c. Monitor absenteeism and sickness and take appropriate action in accordance with the company's policies
- d. Regularly review the operational establishment, to ensure adequate skilled resource is available to meet changing contractual obligations and service demands
- e. Identify and deliver staff training and development requirements

3. Compliance

- a. Ensure services are managed in accordance with legislative and regulatory requirements and that sufficient numbers of staff are professionally competent
- b. Ensure compliance with both legislative and company requirements for fleet, health and safety and environmental compliance
- c. To keep in touch with current practice, changes in legislation, identify future trends and advise the Director of Operations accordingly

4. Finance

- a. Prepare resource plans and develop budgets for operational service delivery and agree with the Director of Operations
- b. Regularly monitor and reconcile expenditure and income, taking remedial action to correct potential or actual variances
- c. Ensure all resources (including IT hardware and software) are used safely, legally and efficiently

Person specification

1. Qualifications (for which there is a legal/professional requirement)

Essential

- a. Certificate of Professional Development – Road Haulage, or prepared to work towards
- b. Full driving licence and own car available and insured for business use

Desirable

- c. Degree level or equivalent in a relevant field
- d. Membership of relevant professional body
- e. Certificate of Technical Competence Level 4 – waste transfer operations, or prepared to work towards

2. Experience (including voluntary/unpaid work)

- a. Managing and delivering large-scale waste, grounds maintenance or street cleaning related operations
- b. Experience of operating with a large and diverse fleet of vehicles
- c. Development of corporate strategies
- d. Production of reports, commentary and analysis for corporate boards (or equivalent)



3. Skills and Abilities

- e. Strong leadership skills with the ability to motivate and inspire the team.
- f. Ability to effectively manage change.
- g. Good interpersonal skills with the ability to develop effective industrial relations and manage conflict.
- h. Ability to coach and mentor staff and encourage others to fulfil their potential.
- i. Persuasive and assertive with good negotiating skills.
- j. Ability to achieve results and maintain composure when under pressure.
- k. Research and forecasting skills with the ability to interpret legislation and guidance to develop strategic plans and service policies.
- l. Strong organisational skills
- m. Problem solving and decision-making skills with the ability to develop pragmatic action plans.
- n. Ability to understand and react to customer demand with the ability to identify and seize business opportunities.
- o. Advanced numeracy and budget management skills.
- p. Good time management skills with the ability to prioritise and meet deadlines whilst responding to changing circumstances, interruptions and unforeseen incidents.
- q. The ability to analyse and interpret complex data and report meaningful and factual management information and professional advice.
- r. Strong written, verbal and presentational communication skills in dealing with service commissioners, elected members, external clients and partners, the public, employees and other parties affected by the activities of the business.

A graphic element consisting of a green, rounded rectangular border with a 3D effect, similar to the Ubico logo. Inside the border, the Ubico values are listed in a smaller, green, sans-serif font.

deliver quality
be safe
do the right thing
care for our environment
work together