Post Title: Senior Operations Manager

Grade: GLPC - I

# Job Purpose

To actively champion and deliver the Council’s vision, values, and strategic priorities by placing citizens at the heart of service delivery and ensuring best value outcomes. This specialist role provides expert leadership in Street Cleansing and Waste Management, driving service modernisation and operational excellence.

The role is responsible for managing core compliance functions, enhancing operational performance in line with the City Plan, and leading transformational change across asset, fleet, and frontline resource management. It also oversees the execution, resource planning, performance evaluation, and contract delivery, ensuring alignment with procurement and financial frameworks.

# Service Leadership Expectations

As a service leader you will be expected to demonstrate our core behaviours, built around

four central themes:

* **Leading People**: by building high performing teams, empowering and motivating others and being a role model for the organisation and its values.
* **Equality Diversity & Inclusion**: by creating a culture of respect and inclusivity in the services we provide and embedded within our workforce.. Ensuring Equality, Diversity and Inclusion, are fully considered in all our decisions and we give due regard to advancing equality.
* **Change & Innovation**: by driving change and a culture of continuous improvement, exploring new and innovative ways to design and deliver our services.
* **Collaboration**: by working across boundaries, building relationships and creating joined up services to deliver the best outcomes for the people of our city.

# Specific Duties

1. To provide effective leadership and management for the Waste and Cleansing Services, ensuring that the team operate effectively and efficiently and to a high quality standard, utilising all resources, within the allocated budget and achieving excellent service delivery. This will include ensuring good financial management and assist in maintaining financial sustainability by adhering to the Council Financial Accountabilities Framework and Financial Regulations.
2. To be responsible for the day-to-day management and performance of a frontline teams delivering various street cleansing, and or Waste Management functions, planning ahead to ensure appropriate capacity to maintain and deploying resources (labour/materials/equipment) in a flexible and responsive way aligned to best value.
3. Provide high-quality customer service by responding promptly and effectively to enquiries from citizens, colleagues, and Councillors within agreed timescales on all Council systems. Use feedback to inform work planning, resource allocation, and performance reporting. Actively contribute to shaping services and resource deployment, fostering a positive, customer-focused culture
4. Ensure that tenders consider Public Procurement Regulations including the Councils Contract Procedure Rules and European Procurement Legislation. The post holder has the responsibility to ensure relevant procurement legislation is followed, supporting service wide compliance strategy.
5. Demonstrate effective people management by taking full accountability for the recruitment, attendance management cases, performance management of team members, in alignment with current council policies and procedures. Key competencies include the ability to draft comprehensive reports, as well as chair disciplinary hearings ranging from sickness-related issues to formal disciplinary cases, even when these matters fall outside the immediate service area. Additionally, to lead on recruitment activities effectively utilising all approved systems.
6. Demonstrate strong report writing and creative abilities by producing service-aligned reports that identify current or expected issues (with recommendations) and provide performance updates to Heads of Service and Directors. This includes preparing documentation for purchase approvals, ranging from Delegated Decision Making (DDMs) to Operational Executive Decision (OEDs) as well as standard approvals and annual budget proposals.
7. Ensure effective management of Health, Safety and Training development across all frontline teams/crews, promoting a culture of safety awareness and compliance. Oversee the implementation of Health and Safety legislation and Nottingham City Council’s policies, procedures and joint audits including full responsibility to tackle poor compliance.
8. Ensure preparation and regular review of Risk Assessments, development of Safe Systems of Work, and the execution of routine site inspections to ensure a safe working environment for all staff. Ensure compliance and mitigate risks during waste / cleansing strategy delivery design and implementation.
9. Where required, communicate with residents regarding concerns or complaints through Have Your Say (HYS) submissions and service contact forms, ensuring responses are delivered within the agreed service timeframes.
10. Engage in ongoing service reviews in alignment with WISH (Waste Industry Safety and Health) guidance, supporting the waste management function by identifying and implementing innovative solutions. Focus on maintaining the highest safety standards while enhancing service delivery and operational efficiency.
11. Inform, support and advise Councilors so that they can perform their executive, scrutiny and representational responsibilities ensuring that decisions are appropriately informed and services delivered according to Council priorities.
12. To assist in the delivery and promotion of national recycling campaigns, ensuring local engagement activities align with central government targets for recycling and carbon neutrality.
13. To undertake regular environmental audits. Health and safety monitoring and cleansing surveys, including attending NAT meetings, ward walks and estate inspections (which may be outside of core hours), and use the findings to develop work plans and effectively allocate resources depending on need, whilst regularly monitoring performance.
14. To lead on and coordinate city-wide and service-specific shift patterns for front-line operations within Waste and Street Cleansing services, ensuring full coverage during bank holidays and other non-standard working days / hours. Plan and arrange staffing to accommodate seasonal fluctuations and ongoing service demands, including weekend / evening working, when necessary, to ensure the consistent deployment of appropriately skilled personnel and the maintenance of high operational standards.
15. To lead on the communication process during service disruptions, assisting with content creation and distribution to ensure clear and timely updates reach stakeholders, residents and businesses.
16. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation’s EDI strategy and objectives.

**Numbers and grades of any staff supervised by the post holder:**

**FTE 10-15**

**Up to 1-2 professional/technical FTEs Grade F to G**

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by Chidi Egenti & Rachael Onions – Service Managers**

**Date May 2025**

## Person Specification:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Area of responsibility | **REQUIREMENT** | | | MEASUREMENT | | |
| A | **AC** | D |
| **Vision, Strategy and Delivery** | Experience as a service leader in a complex organisation, with experience of;   * Delivering against outcomes and creating clear objectives * Creating a culture of continuous improvement * Commercially aware with strong analytical skills * Awareness of key issues in your market and for the city of Nottingham | | | P | P |  |
| **Leading**  **People** | Evidence of successfully leading teams, with experience of;   * Motivating people and creating high performing services * Empowering others to take decisions * Successfully managing wellbeing and resilience * Ability to plan for the future, with effective workforce planning skills | | | P | P |  |
| **Change and Innovation** | Able to lead service through change, with experience of   * Evidence of leading change programmes, bringing others on the journey with you. * Identifying and delivering innovative service delivery models * Able to create a culture of continuous improvement | | | P | P |  |
| **Collaboration** | A collaborative leader, with evidence of   * successfully in partnership across different sectors and fostering / harnessing partnerships. * Able to develop a culture of collaboration. * Political acumen and able to develop productive relationships with senior figures within an organisation | | | P | P |  |
| **Equality, Diversity and Inclusion** | A strong focus on ability and personal commitment to equality, diversity and inclusion, with evidence of:   * Delivery of inclusive services, understanding the challenges faced and how they can be overcome. * Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity. * Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people. | | | P | P |  |
|  | Proven ability to demonstrate clear and visible leadership skills, leading your team through improvement and change | | | P | P |  |
|  | Successful track record of delivering service improvements in an operational service environment and cross service collaboration. | | | P | P |  |
| **Technical Skills and Knowledge** | Extensive knowledge of procurement and finance legislation/regulations and codes of practice which impact the broad range of services. Proven ability to develop this understanding of the regulatory framework into actions and initiatives that improves service quality and customer satisfaction. | | | P | P |  |
| Strong written and verbal communication skills with the ability to assist in creating accessible, engaging content for a range of audiences. | | | P | P |  |
| Proven ability of adopting a solution focussed approach to problem solving, and to think creatively for an area | | | P | P |  |
| Experience of managing a large and diverse team and experience of delivering excellent customer service and instilling a culture of customer care within a team | | | P | P |  |
| Able to utilise a range of systems to produce  easily understandable financial information. | | | P | P |  |
| Ability to identify process improvements, define solutions and implement changes. | | | P | P |  |
| Proven ability to deliver a responsive, Waste provision or focussed street cleansing service and able to handle occasional challenging situations with members of the public, remaining calm, courteous, and focused. | | | P | P |  |
| Ability to undertake all aspects of people management (performance appraisals/identify training needs/attendance management/ recruitment etc) | | | P | P |  |
| Proficient in facilitating and chairing formal meetings and hearings, ensuring procedural compliance, accurate documentation, and effective decision-making in line with organisational policies | | | P | P |  |
| Able to manage the end-to-end tendering process, including drafting specifications, conducting appraisals, evaluating bids, and ensuring alignment of awarded contracts with the delivery of goods or services**.** | | | P | P |  |
| Able to accurately record and relay feedback or concerns gathered during engagement activities, helping inform service improvements and future campaign planning. | | | P | P |  |
| Extensive experience of IT based systems supporting engineering works including MS Project and corporate asset management system (confirm systems). | | | P | P |  |
| Ability to demonstrate clear budget management competencies with a detailed knowledge of budget systems, monitoring and financial regulations. | | | P | P |  |
| Experience and ability to deal effectively with issues of public, political and media interest. | | | P | P |  |
| Evidence of ongoing managerial and professional development. | | | P |  | P |
| Willingness to work irregular hours, evenings and weekends when necessary. | | | P |  |  |
|  | Full clean UK driving licence is essential. | | | P |  | P |
| **Qualification requirement** | ILM Level 5 Leadership and Management - Desirable | | | P |  | P |
| **A - Application** | **AC – Assessment Centre** | **D - Documentary Evidence** |