Post Title: City Centre Operations Manager

Grade: GLPC - H

# Job Purpose

To promote the Council’s vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To lead the effective delivery of high-quality street cleansing and waste management services across the city centre by monitoring and coordinating the activities of Waste and Cleansing Operatives.

The post holder will play a key role in enhancing the appearance and cleanliness of the city centre and surrounding areas through the strategic deployment of resources in response to area-specific needs.

Working closely with the Service Manager, Public Realm partners, Councillors, and other stakeholders, the post holder will ensure services are responsive, efficient, and aligned with resident and visitor expectations.

This role requires participation in an 11 hour daily shift on a 4 days on, 4 days off basis to guarantee continuous supervisory coverage and operational oversight.

# Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours,

linked to the following four themes:

* **Individual Leadership**: by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
* **Equality Diversity & Inclusion**: by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council’s Code of Conduct.
* **Change & Innovation**: by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
* **Collaboration**: by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

# Specific Duties

1. To lead the delivery of a 24/7 waste and cleansing provision, including weekend and ‘out of hours’ management cover for the whole city.
2. To be accountable for the day to day performance of a waste and cleansing frontline team, effectively planning and assigning work in a cost-effective way.
3. Provide strategic technical guidance and operational insight to frontline teams across a broad spectrum of environmental services, including graffiti, fly-tipping, fly-posting, weed management, waste handling, and street cleansing. Support the Service Manager in the planning and execution of seasonal and event-driven cleansing strategies to ensure service excellence and responsiveness.
4. To manage the health, safety and welfare of a team. ensuring all staff understand their role and responsibilities in line with Health and Safety legislation and Nottingham City Council’s policies and procedures. To ensure compliance with H&S legislation including: Safe Operating Procedures, Risk Assessments and COSHH guidance and developing and reviewing these documents according to service needs.
5. To adhere to all people management practices for your team, ensuring compliance with all relevant policies and procedures. This includes conducting return-to-work and absence management interviews, fact-finding meetings, disciplinary and capability investigations, performance appraisals, and regular one-to-one check-ins. Additionally, lead on recruitment activities for C - G grade colleagues, effectively utilising all approved systems, programmes, and databases to support these processes.
6. To respond to service requests, Members Casework and Have Your Say cases, identifying the root cause of issues and putting measures in place to fully resolve these while using feedback to shape and improve services.
7. To attend ward walks, NAT meetings and any Councillor catch up meetings, representing the service and proactively resolving issues raised.
8. To work with the Service Manager to continuously analyse and shape services to meet area specific need, driving best value. This includes working with the fleet department to ensure compliance with NCC’s Operators Licence.
9. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation’s EDI strategy and objectives.
10. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

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

**Up to 20 Grade D and C colleagues**

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 – Service Manager - Domestic Waste and Street Cleansing**

**Date 27/05/2025**

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| **Job title: City Centre Operations Manager** |

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| AREA OF RESPONSIBILITY | **REQUIREMENT** | | MEASUREMENT | | | |
| A | | **AC** | D |
| **Individual Leadership** | Takes personal accountability for own development. | |  | | **🗸** |  |
| Drive and motivation, ability to deliver against challenging objectives. | | 🗸 | | **🗸** |  |
| **Change and Innovation** | Confidence and ability to put forward ideas for change. | |  | | **🗸** |  |
| Ability to be creative, to be able to identify problems and work to create solutions. | | 🗸 | | **🗸** |  |
| **Collaboration** | Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships. | |  | | **🗸** |  |
| Evidence of actively working with others to improve collaboration internally and externally. | | 🗸 | | **🗸** |  |
| **Equality, Diversity, and Inclusion** | An understanding of why it’s important to consider equality, diversity, and inclusion in all that we do. | | 🗸 | | **🗸** |  |
| Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people. | |  | |  |  |
| **Technical Skills and Knowledge** | Proven ability to demonstrate clear and visible leadership skills, leading your team through improvement and change | | P | | P |  |
| Proven ability to take personal accountability for team and own performance in managing a frontline service | | P | | P |  |
| Friendly, approachable, and confident when speaking with members of the public at events or over the phone. | | 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** |  |
| 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 |  |
| Able to accurately record and relay feedback or concerns gathered during engagement activities, helping inform service improvements and future campaign planning. | | P | | **P** |  |
| Excellent IT skills, in particular the Microsoft 365 package including Outlook, Word, Excel, Powerpoint, OneNote and Teams. | | P | |  |  |
| Willingness to work 11 hour daily shift on a 4 days on, 4 days off basis. | | P | |  |  |
| Full clean UK driving licence is essential. | | P | |  | P |
| **A - Application** | **AC – Assessment Centre** | **D – Documentary** | |

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