

# **ROCHDALE BOROUGH COUNCIL**

## **JOB DESCRIPTION**

**SERVICE:** ENVIRONMENTAL MANAGEMENT

**SECTION:** Operations

**LOCATION:** Green Lane, Heywood

**JOB TITLE:** STREETSCENE OPERATIONS MANAGER

**POST NUMBER:** EMSSC0000001

**Grade:** 10

**Accountable to:** Service Manager

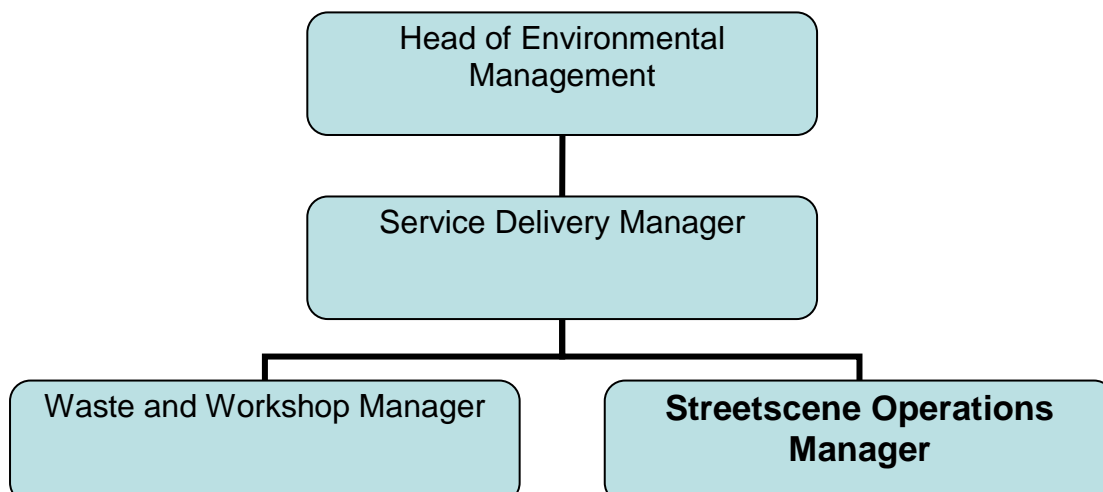
**Accountable for:** All Streetscene Staff G7 and below

**Hours of Duty:** 37 hours per week in accordance with the provision of the Authority's Scheme of Flexible Working and operational requirements of the Team.

**Any Special Conditions of Service:** The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within the immediate vicinity of the building which is wholly owned, leased or operated and occupied by RBC.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

### **ORGANISATIONAL CHART**



## **PURPOSE AND OBJECTIVES OF THE JOB**

You will be responsible for the day to day running of a range of Streets, Parks and Grounds related operations within the Service including playgrounds and cemeteries, managing Supervisors, Drivers and operational staff, liaising with customers to ensure that the required standards of safety, satisfaction and service quality are achieved.

### **Control of Resources**

#### **Personnel**

The post holder will be responsible for the direction, management and control of employees employed within the relevant services

#### **Financial**

To assist in the monitoring of budgets as identified by the Support Service Manager

#### **Equipment/Materials**

To be responsible for the efficient and effective use of equipment and materials used by the post holder and his/her team.

#### **Health/Safety/Welfare**

Responsibility for the Health, Safety and Welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

To adhere to all safe systems of work and risk assessments and to use personal protective clothing (PPE) as instructed to do so, in accordance with the relevant safe systems of work, risk assessments or manufacturers guidelines. To be responsible for their individual health and safety, that of colleagues and the general public through their actions and/or omissions.

### **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

### **Relationships (Internal and External)**

Internal	Executive Directors
	Service Director
	SMT and other managers
	Elected Members
	Trade Union representatives
External	Chief Executives and Senior Officers of Partner Agencies
	Representatives of voluntary and community groups
	Members of the public
	Media representatives
	Hire Companies
	Insurance Companies

## **Values and Behaviours**

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

## **Principal Duties**

- To ensure that all health, safety and welfare requirements and responsibilities within the post holder's responsibility are met and to contribute to the management and supervision of health, safety and welfare across the entire Section and Company regarding Streets, Parks, Grounds, cemeteries and playground works.
- To actively monitor and ensure compliance with legal requirements and company policies in health and safety, vehicle checks, defect reporting/rectification, sickness absence and discipline.
- To monitor service provision and quality as required and ensure that all Company policies with regard to sickness, absence and good conduct are implemented and adhered to.
- To deal with customer complaints in a professional manner and in line with the requirements of the Quality Management System.
- To investigate allegations of misconduct and where appropriate to take action in accordance with the Council's disciplinary procedure
- To monitor expenditure against productivity and report on, to minimise wastage of materials and lost time and to check accounts monthly and highlight any anomalies
- To direct and supervise personnel to maximise performance and achieve planned objectives by setting work plans and targets, conducting appraisals and dealing with the preliminary and intermediate stages of performance management.
- To review, revise and innovate as necessary standard operating procedures to ensure they deliver the safest, most efficient and effective way of achieving the desired outcomes.
- To ensure that Service Level Agreements; contracts and financial targets are met and that the necessary resources are available to do this.
- To ensure all reporting staff are properly supported, motivated, trained and equipped to fulfil the roles and responsibilities required of them.

- To contribute to the implementation, development and operation of performance management and Quality Management Systems and report on performance, as required.
- To attend and represent the Service on such internal and external bodies and partnerships as may be necessary and relevant to the post-holder's remit.
- To contribute to the business planning process and to produce, monitor and report on such operational plans as are necessary to achieve the relevant objectives in the plan.
- To ensure that all tasks, customer enquiries, and applications within the post holder's remit are completed and resolved in line with the appropriate policies and procedures and timescales within the Quality Management System and to report on the same, as required.
- To deputise for the Service Delivery Manager as required.

### **Secondary Duties**

- To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.
- To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder

Job Description prepared by	_____	Date	_____
Agreed by Postholder	_____	Date	_____
Supervisor	_____	Date	_____
Service Director	_____	Date	_____

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Environmental Management</b>	<b>Post:</b>	<b>Streetscene Operations Manager</b>
<b>Section :</b>	<b>Operations</b>	<b>Post Number :</b>	<b>EMSSC0000001</b>
<b>Job Ref:</b>	<b>RO-10994</b>	<b>Grade:</b>	<b>10</b>

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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<b>Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>How Identified: AF Application Form I Interview A Assessment</b>
<b>(a) Special Working Conditions</b>		
1 Are you willing and able to work the occasional weekend?	<b>E</b>	<b>AF/I</b>
2 Are you willing and able to attend council meetings outside core hours?	<b>E</b>	<b>AF/I</b>
3 This post may include bank holiday working please confirm you are willing and able to adhere too.	<b>E</b>	<b>AF/I</b>
<b>(b) Qualifications and Experience</b>		
4 Please detail your experience in the following areas, grounds maintenance, cemeteries, street cleansing and playgrounds?	<b>E</b>	<b>AF/I</b>
5 Can you list your achievements in service improvements made over the last 5 years including the issues you encountered and the outcomes realised from your actions?	<b>E</b>	<b>AF/I</b>
6 Do you possess the following qualifications IOSH managing safely, NEBOSH or similar?	<b>D</b>	<b>AF</b>
7 Please detail your experience of managing public services with multiple teams on various sites.	<b>E</b>	<b>AF/I</b>
8 Please demonstrate your experience and working knowledge, understanding and application of all Health & Safety in an operational environment and a strong commitment to the same.	<b>E</b>	<b>AF/I</b>
9 Please provide details of your experience of disciplinary case handling and investigation.	<b>E</b>	<b>AF/I</b>
10 Please provide details of your experience of sickness absence case handling, referrals and adjustments.	<b>E</b>	<b>AF/I</b>
<b>(c) Skills and Knowledge</b>		
11 Can you demonstrate your knowledge of activities, tasks, vehicles, machinery and plant used in Street cleansing, grounds and parks maintenance?	<b>E</b>	<b>AF/I</b>
12 Please demonstrate your managerial responsibility and delegation when allocating tasks to Supervisors to deliver to operational teams.	<b>E</b>	<b>AF/I</b>
13 Please provide details of your ability to manage resources to maximise productivity and a sound understanding of costs and financial processes with the ability to manage budgets to achieve financial targets	<b>E</b>	<b>AF/I</b>

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>(c) Skills and Knowledge (continued)</b>		
14 Please detail your proven record in the ability to identify and prioritise critical path activities and identify contingency work within a predetermined budget.	E	AF/I
15 Demonstrate a record of continuous improvement within a local authority environment or similar sized/type of organisation	E	AF/I
16 Please provide details of your ability to collect and research information and data independently and the ability to corroborate facts to determine realistic productivity and performance targets.	E	AF/I
17 A confident and professional manner and be well organised with good time management skills. Works to personally set deadlines with minimal supervision. Good ability to prioritise own work and maintain a focus on agreed targets.	E	AF/I
18 Customer focused with excellent relationship management skills.	E	AF/I
19 Do you hold a full UK driving licence?	E	AF/I
<b>(d) Behaviours and Values</b>		
20 Approach the job at all times using the values set out in the Rochdale Way: <ul style="list-style-type: none"> <li><input type="checkbox"/> Valuing our people</li> <li><input type="checkbox"/> Focusing on customers</li> <li><input type="checkbox"/> Acting with integrity</li> <li><input type="checkbox"/> Using time and money wisely</li> <li><input type="checkbox"/> Working together</li> <li><input type="checkbox"/> Always learning and improving</li> </ul> Please confirm you are willing to adhere to these values and behaviours.	E	AF/I
21 If applying as part of the Armed Forces Scheme: Please confirm your last long term employer was the Armed Forces.	D	AF/I
22 If applying as part of the Armed Forces Scheme: Please confirm you have been looking for a job for 6-24 months since you left the Armed Forces.	D	AF/I