

Job Description and Person Specification Profile

Job Title	Operational Area Lead
Job ID	DA07B
Service	Operations and Greenspace
Grade	G
Reporting to	Operations Manager/Operations Supervisor

The Role

To assist in the day-to-day management of a number of operational front-line services, this includes grounds maintenance and street cleansing, graffiti removal and jet washing, Highway weed spraying programme and to assist with community events and work with other Services and other partners. To ensure all operatives are working in an effective and safe manner and that all staff are encouraged to contribute towards the continuous improvement of operational service with the aim to further improve the appearance of the Borough.

Main Duties and Responsibilities include:

- Ensure that the standard of cleansing and maintenance of all street scene and greenspaces are of the highest standard and that regular monitoring of routes and quality is completed and recorded
- Lead and organise frontline focus group meetings to discuss multi-functional working across areas and actively seek to improve performance and quality standards and take forward and implement Service improvements. Continually monitor outcomes and review existing practices
- Operate within budgetary constraints and utilise resources for maximum effectiveness
- Recruit new staff including seasonal staff and motivate existing employees to achieve planned objectives and service excellence
- Have responsibility for the operation of the Organisations sickness absence, training and induction procedures
- Work across other Directorate Service areas, other Council Services, partners and community groups and contribute towards initiatives which will reduce demand on front line services which will potentially lead to improving the appearance of the Borough
- Respond to all service requests in a timely and professional manner and ensure Senior Managers, Councillors and residents are kept informed within various parameters.
- Flexible approach to working hours to meet the operational needs of the Service
- Carry out duties with full regard to the Council's Equal Opportunities Policy

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About You

Your essential qualifications

- Possession of licences/qualifications relevant to the work of the post, e.g. driving licence

Your essential skills, knowledge and experience

- Evidence of continuous professional development
- Successful track record in a similar complex and large-scale organisation and of leading services and delivering successful outcomes and projects within a relevant field
- Experience of contributing effectively to service improvement, transformation and programme management
- Successful record of engaging effectively with others, building productive working relationships, including with partners across the public sector
- Knowledge of operational services including the management of a front-line operational workforce
- Knowledge of Street Scene, Street Cleansing and Greenspace Service issues
- Problem solving and negotiating skills with the ability to produce practical and creative solutions
- A skilled communicator, mediator and leader with the ability to influence and motivate others in the achievement of goals
- Ability to work across functional and organisational boundaries, leading multi-functional groups and projects
- Consistently demonstrates sound judgement and the ability to interpret and balance varied and complex information/situations, to produce long-term solutions and work to agreed timescales/deadlines, under pressure
- Display high standards of integrity and personal and professional performance
- Encourages innovation and enterprise and has the ability to act on new ideas, whilst mitigating risks
- Able to command respect and confidence, build productive relationships with a range of stakeholders and partners across and outside the organisation

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

