

**APPENDIX 3  
ROYAL BOROUGH OF GREENWICH**

**JOB DESCRIPTION**

**DEPARTMENT** COMMUNITIES, ENVIRONMENT& CENTRAL      **POSTHOLDER**

**SECTION** STREET SERVICES      **GRADE** PO7

**POST DESIGNATION (TITLE)** OPERATIONS MANAGER

Purpose of Job:

To be responsible to the Head of Street Services for the organisation, management and control of staff and employees providing domestic and commercial refuse collection, waste recycling, gully cleansing and street cleansing services.

To plan, coordinate and manage a team of officers carrying out the day-to-day supervision and support of 300+ direct employees across a range of activities.

Manages up to 5 directly managed staff.

Manages up to 300+ indirectly managed staff

Manages up to 3/5 consultancy/contracting staff.

Main Duties:

1. Work at a senior operational level ensuring that the Royal Borough is well-kept, and that employees work collaboratively to continue to make the borough Safer, Cleaner and Greener.
2. To manage and give direction to the Assistant Managers/Supervisors controlling teams of employees within the Waste and Street Services Group. To be responsible for the effective utilisation and deployment of resources to achieve optimal and profitable service delivery. To ensure a high standard of service delivery and the provision of adequate management information to facilitate the monitoring of performance and to maintain service standards.
3. To be mindful of the need to minimise waste arisings, and to handle and dispose of municipal waste effectively. To make the Assistant Managers, Supervisors and employees aware of the ongoing need to increase recycling and composting tonnages and develop and implement practical service delivery solutions that enhance the Council's ability to satisfy this goal. To ensure operational practices reflect the Council's desire to minimise waste disposal via landfill.
4. To be responsible for determining customer needs and preferences, and identify and implement a service delivery approach that produces a range of efficient, quality

services reflective of customer expectations. To participate in the development of specifications, and the letting of contracts in relation to elements of service provision. To monitor contractors providing services relating to waste collection and street cleansing activities.

5. To be responsible for the effective operation of the commercial waste collection service. Work in conjunction with the Enviro-Crime Enforcement Team and other Council Services to notify Enforcement Officers of incidences of illegal dumping and represent the Council in any resultant Court proceedings as required.
6. To assist the Business Manager in the setting of budgets covering the Group's activities (circa £18M). To monitor the financial performance of the Group, maintain effective budgetary control and to produce related statistics and reports as required. To recommend and implement corrective action, as necessary.
7. To be responsible for the production of information and reports relating to services within the post holder's remit. To brief the Head of Street Services on key issues impacting on services provided.
8. To deal with conflicting priorities whilst maintaining the required level of service.
9. In conjunction with the Waste Strategy Team, to proactively contribute to the practical implementation of new and innovative ways of working in respect of optimising service efficiency.

To liaise with The Customer Relationship Manager regarding the planning of resources to support events within the Borough, with particular attention given to ensuring that there is sufficient staff to present a positive image for the service. To develop staffing and costing profiles for the Sections presence at public events.

10. In partnership with the Police, other Council departments and community stakeholders, promoting pro-social behaviour, deterring anti-social behaviour, and addressing community safety issues within the service area;
11. To represent the Service at cross-agency meetings involving customers, client groups, service commissioners, service providers, Members, and intra-authority bodies, etc., and to provide appropriate information to these and other bodies, as appropriate.
12. To be responsible for resolving complaints and queries, some contentious or complex whether oral or written, in relation to the services provided by the Group. To ensure that an appropriate response is provided in compliance with Council or departmental guidelines, and best practice.
13. To participate in the development of long-term waste and street cleansing strategy and policy. To evaluate any impacts on collection services, standards of cleansing and public perception of the services as a whole. Monitor changing legislation and adjust existing and/or introduce new services to assist the Council meeting legal or statutory performance requirements.

14. To oversee the management and deployment of staff under the Apprenticeship Levy Scheme and other corporate training programmes including reviewing performance and dealing with employment issues arising.
15. To keep abreast of regulations, directives, Council initiatives etc. affecting environmental protection, make recommendations to the Head of Street Services for their adoption and provide advice and instruction to employees as appropriate.
16. To deal with appropriate departments and the trade unions on personnel and industrial relations matters and apply the Council's Disciplinary Code in respect of employees supervised. To monitor sickness and absence levels and instigate corrective action and maintain appropriate records.
17. To be responsible for ensuring that effective systems for the management and monitoring of leave, sickness and timekeeping are in place and are adhered to.
18. To carry out PRADS and supervisory meetings, to identify training needs of staff through these and other processes, and to act on their requirements.
19. To be responsible for the safe and secure keeping of all plant, including vans and their contents, equipment and tools, as well as information and communication technology (including hand-held devices).
20. To undertake selection interviews as directed and ensure employees receive the appropriate level of training to reflect the needs of the Group.
21. To undertake any other work appropriate to the level and general nature of the post's duties.
22. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
23. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
24. To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
25. To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency."
26. To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
27. Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)

28. To undertake supervision/management of staff as and when required.
29. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to:

**HEAD OF STREET SERVICES**