

### **Assistant Operations Manager (HWRC)**

**Grade:** Grade 8 (Managerial)

**Location:** Farington EEC

**Staff Responsibility:** Yes

**Qualifications:**

The post holder will have relevant certificates of competence or equivalent, for example Certificate of Technical Competence (COTC) Level 4/Occupational Certificate of Competence (OCC), First Aid at Work or must be able to demonstrate the ability to achieve competence within a reasonable timescale.

**Essential requirements:**

- Certificate of Technical Competence (COTC) Level 4/Occupational Certificate of Competence (OCC) relevant to the facility being managed.
- Experience of waste operational practice, health and safety and quality management systems.
- A thorough understanding of the council's policies and procedures in relation to the role.
- Excellent communication skills and demonstrable experience of training, mentoring and motivating staff with varying skills and abilities.
- A good understanding of the legislative framework associated with the delivery of the role.

**Role Context Information:**

Lancashire County Council deals with over half a million tonnes of municipal waste each year. The council has a network of waste processing, transfer and Household Waste Recycling Centres (HWRC) and has several multi-million pound waste and transport contracts.

The Assistant Operations Manager will report directly to the Operations Manager (HWRC).

The Assistant Operations Manager will assist the Operations Manager in all aspects of delivering the day-to-day operations of the council's HWRCs - although assistance across the network of the council's other waste facilities will be required from time to time - ensuring efficient, compliant and safe operations are achieved.

A large focus of this role will be the direct line management of operational staff. This will include dealing with absence, discipline, welfare, training and mentoring. The post-holder will need to be able to routinely apply all council policies in this respect and be able to deal with complex situations and conflicting issues.

## Context information

The Assistant Operations Manager will lead on the delivery of operational service improvements in order to achieve performance and financial improvements, motivating staff to deliver the requirements of senior managers.

Typical duties will include the following:

- Providing the statutory Technically Competent Manager (COTC/OCC Holder) function for the allocated permitted facilities.
- Day to day management of operational staff and the implementation of all related council policies.
- Training, mentoring and motivating staff, monitoring their progression throughout.
- Implementation of operational and performance improvement initiatives.
- Monitoring operational contracts and liaising with service providers and external organisations.
- Ensuring that all facilities are operating in a safe and compliant manner.
- Ensuring operations are compliant with all statutory and legal obligations.
- Development, implementation and monitoring of safe systems of work and wider quality management systems.
- Monitoring and ensuring operational spend is in line with expectations.
- Building and sustaining strong and effective relationships with stakeholders
- Providing verbal and written reports and updates on key areas of work to senior managers and other stakeholders.
- Dealing with customer complaints, queries and enquiries.
- Identifying opportunities for improving procedures and processes within the team or wider service area to support the continuous improvement of services.
- Supporting the Operations Manager in the delivery of aspects of their role that are commensurate to the grade of the post.

### **Additional requirements:**

#### **General**

- The post holder may be required to work additional days on a weekend or Bank Holiday. Such days will be paid at overtime rates. For the avoidance of doubt this requirement to work is only if it is required and does not guarantee that weekend working or overtime will be routinely or regularly requested, nor should it be relied upon.
- The post holder is required to be on call, on an out of hours rota. Additional payments will apply for any additional hours worked.
- The post holder is required to hold a valid (Category B) driving licence.
- The post holder may be required to use an LCC vehicle in relation to their role.

#### **Certificate of Technical Competence (COTC)**

- The Assistant Operations Manager is the Technically Competent Manager for the sites within their area of responsibility.
- Where a successful applicant has an up-to-date relevant COTC, all appointments to the Assistant Operations Manager posts are conditional on the successful applicant having the up-to-date COTC and providing documentary evidence to demonstrate this (plus other conditional LCC pre-employment checks).

## Context information

- Where a successful applicant does not have a relevant COTC, appointments may still be considered and all appointments in this circumstance will be conditional upon the successful applicant committing to successfully achieving the full COTC within a 12 month period from starting in the post (plus other conditional LCC preemployment checks).
- Where a conditional offer has been made on the basis that the successful applicant commits to successfully achieving the full COTC within a 12 month period from starting in the post, a learning agreement will need to be signed, a training/support plan will be put in place, where required study time will be provided and there will be regular monthly reviews/progress meetings, with a final review prior to the 12 month anniversary date.
- Where a conditional offer has been made on the basis that the successful applicant commits to successfully achieving the full COTC within a 12 month period from starting in the post, if the required progress is not being made during the 12 month period from starting in post or the COTC has not been achieved by the end of the 12 month period from starting in post, continued employment will be considered, which may lead to dismissal from post on the basis that the conditions of appointment have not been achieved.
- The post holder will be required to hold the stated competency qualifications, and renew these as required, continuously whilst within the post.
- The financial cost of achieving and/or maintaining a COTC will be met by the council subject to the terms of a learning agreement.

### **Learning Agreement**

- The learning agreement will, upon successfully attaining a relevant COTC qualification, require the employee to stay in the employment of the council for 12 months from the date of its award, or 6 months from the date of any renewal.
- In the event that the employee leaves the council's employment within these periods the employee will be required to pay a proportion of the cost of attaining the COTC (or its renewal) as set out in the agreement.

### **Other:**

Lancashire County Council as an equal opportunities employer intends that no job applicant or employee will receive less favourable treatment because of their age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, sex, sexual orientation, race, religion or belief unless this can be objectively justified.

Lancashire County Council has agreed a Code of Conduct and Statement of Ethical Standards that outline the behavioural and ethical standards that must be upheld by its employees and casual workers. If you are appointed, you will be required to accept these provisions on appointment.

**Lancashire County Council  
Person Specification (Grade 8 – Managerial)**

<b>Requirements</b>	<b>Essential (E) or Desirable (D)</b>	<b>Identified by Application Form (A) or Interview (I)</b>
<b>Qualifications:</b>		
GCSE or equivalent plus significant experience of working in a similar role	E	A
OR		
Part-professional qualification	E	A
OR		
Specialised skills acquired through significant on the job experience.	E	A
<b>Experience:</b>		
Experience of supervising staff, including ability to delegate and track performance.	E	A/I
Experience of managing budgets and resources.	E	A/I
<b>Knowledge and Skills:</b>		
Comprehensive understanding of the work practices, processes and procedures relevant to the role.	E	A/I
Empathy and sensitivity to the needs of staff.	E	A/I
Good written and verbal communication skills.	E	A/I
<b>Other (including special requirements)</b>		
1. Commitment to equality and diversity.	E	I
2. Commitment to health and safety.	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others.	E	I

# Lancashire County Council

## Grade Profile

### Grade Profile – Managerial – (Grade 8)

Applies to all managerial posts at Grade 8

#### Purpose

Supervises a small team of semi-skilled or part-qualified staff or a larger team engaged in similar work (e.g. specialised administration) to deliver a service meeting well defined, short term deliverables.

#### Scope of Work

Role holders at this level will be expected to manage the human and financial resources allocated to the team. They must be able to use judgment to deal with daily unforeseen problems with limited guidance, within established procedures. Roles at this level are typically the first level of professional line management in the council. They will generally have freedom to make practical and operational decision making within closely defined policies and procedural guidance.

#### Accountabilities/Responsibilities

- ▣ Manage and co-ordinate the work of a team to ensure that council procedures are properly implemented and that outputs are accurately recorded and meet with wider service needs.
- ▣ Manage the performance of staff, following council policies and procedures e.g. sickness monitoring.
- ▣ Identify and act upon opportunities for improving procedures and processes within team or work area, to support the continuous improvement of services.
- ▣ Act as a technical reference for the team, providing guidance on the more complex issues and monitoring adherence to relevant standards.
- ▣ Train others in the use of specialist equipment, systems or work methods in order to support the development of the team or service.
- ▣ Manage a small budget, and/or influence decisions about a larger budget, to ensure appropriate resources are available to run the team or work area.

#### Skills, Knowledge and Experience

- GCSE or equivalent plus significant experience of working in a similar role OR part-professional qualification.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

## Performance Indicators

- Delivery of specified results e.g. outputs, volumes.
- Achievement of short term milestones.
- Quality of partner relationships.
- Budgeted vs. planned expenditure.
- Customer satisfaction (internal or external) and service level measures.
- Work force indicators (turnover, timeliness, absenteeism etc.).