

Lancashire County Council

Grade Profile

Grade Profile – Managerial – (Grade 7)

Applies to all managerial posts at Grade 7.

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| Purpose |
| Manages a small team engaged in similar work to the role holder to deliver a highly focused council service to meet well-defined short term deliverables. |
| Scope of Work |
| Role holders at this level will be expected to oversee the day to day tasks and activities of a team, and may need to manage budgets if responsible for a large operations team. They must be able to use judgment to deal with daily unforeseen problems, with limited guidance from superiors but within established and known procedures. Roles at this level are typically the first level of line management in the council, normally relating to routine support services. They will generally have freedom over practical day to day decision making within closely defined policies and procedural guidance. |
| Accountabilities/Responsibilities |
| <ul style="list-style-type: none">▪ Co-ordinate the work of a team to ensure workflow is managed smoothly, that council processes are properly implemented, and that outputs are accurately recorded.▪ Manage the performance of staff, following council policies and procedures e.g. sickness monitoring.▪ Identify and raise 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, monitoring and providing guidance on escalated issues.▪ Train others in the use of equipment, systems or work methods in order to support the development of the team.▪ Manage a small budget, and/or influence decisions about larger budgets, to ensure appropriate resources are available to run the team or work area. |
| Skills, Knowledge and Experience |

- GCSE or equivalent plus experience of working in a similar role OR specialized skills acquired though significant on the job experience.
- Comprehensive understanding of the work practices, processes, and procedures relevant to the role.
- Experience of supervising staff, including ability to delegate and track performance.
- Experience of managing budgets and resources.
- Empathy and sensitivity to the needs of staff.
- Good written and verbal communication skills.

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.
- Accuracy of team's work.
- Achievement of short term milestones.

**Lancashire County Council
Person Specification (Grade 7 – Managerial)**

| Requirements | Essential (E) or Desirable | Identified by Application Form (A) or Interview (I) |
|--|-------------------------------------|---|
| Qualifications: | | |
| GCSE or equivalent plus experience of working in a similar role | E | A |
| OR | | |
| Specialised skills acquired through significant on the job experience. | E | A |
| Experience: | | |
| Experience of supervising staff, including ability to delegate and track performance. | E | A/I |
| Experience of managing budgets and resources. | E | A/I |
| Knowledge and Skills: | | |
| 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 |
| Other (including special requirements) | | |
| 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 |

Site Manager

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| Grade: | Grade 7 (Managerial) |
| Location: | Various |
| Staff Responsibility: | Yes |
| Qualifications: | The post holder will have relevant certificates of competence including, but not limited to, Certificate of Technical Competence (COTC) Level 4/Occupational Certificate of Competence (OCC) or must achieve competence within 12 months of appointment. |

Essential requirements:

- Certificate of Technical Competence (COTC) Level 4/Occupational Certificate of Competence (OCC) relevant to the facility being managed.
- Experience of operational practices and health, safety and quality management systems in an operational setting.
- Good communication skills and the ability to train, mentor and motivate staff with varying skills and abilities.
- The ability to deal with, and make decisions in, difficult or challenging situations.
- A desire to lead by example
- A commitment to provide high levels of customer service
- An understanding of the legislative framework associated with the delivery of the role.

Role Context Information:

The Site Manager will report directly to an Assistant Operations Manager and will manage a team of permanent staff members across two or more operational facilities. Additional casual staff will report to the Site Manager when working on their allocated facilities.

The Site Manager will be responsible for delivering the day to day operation of the council's waste facilities ensuring efficient, compliant and safe operations are achieved in line with routine operational standards.

The role will include the direct line management of operational staff of varying skills and abilities. 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.

The post holder will assist in the delivery of operational performance improvements, motivating staff to deliver the requirements of senior managers.

The Site Manager will routinely cover for other Site Managers and, in the event of the long term absence of another Site Manager or a post vacancy, may, from time to time, be allocated temporary responsibility for facilities not otherwise permanently under their management.

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.
- Organising and co-ordinating the work of the team to ensure required service levels and operating standards are achieved.
- Ensuring site staff are sufficiently trained and knowledgeable to deliver these requirements in the Manager's absence.
- Implementation of operational and performance improvement initiatives.
- Ensuring that all facilities are operating in a safe and compliant manner.
- Ensuring operations are compliant with all statutory and legal obligations.
- Ensuring the council policies are fully and effectively implemented and making decisions on their implementation within provided guidelines.
- Providing a technical reference and guidance for the team.
- Dealing with customer complaints, queries and enquiries, often in person, and at times in difficult or challenging situations.
- Identifying opportunities for improving procedures and processes within the team or wider service area to support the continuous improvement of services.
- Supporting the Assistant Operations Manager in the delivery of aspects of his or her role that are commensurate to the grade of the post.

Additional requirements:

General

- The post holder may be required to work up to one day per calendar month 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 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 grade 7 Site 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 grade 7 Site 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 pre-employment 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.