

Job Description



Job Title: Public Realm Operations Manager	Service Area: Public Realm	
Directorate: Environment & Sustainable Transport	Post Number: TBC	Evaluation Number: 5849
Grade: PO7	Date last updated: April 2021	

People at the heart of everything we do
We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services
Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent
We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

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To be responsible for the day to day management of the effective and efficient delivery of SEN Passenger Transport including the following:

The post holder will lead, manage and direct a service areas but will also be required to provide assistant and cover for leave in the other areas.

The post holder will ensure that high quality services are delivered at all times, in order to achieve a clean and safe environment for users, customer, residents and the public and will have support from the Head of Waste, Recycling & Passenger Transport. The post holder will be responsible for keeping his line manager fully advised of service delivery & budgetary issues

and developments, and for formulating and recommending appropriate remedial action to address any problems.

The post holder will interface with the public and external agencies and as a front line manager, to be ambassadorial for the Council and ensure operatives under their direction's approach to work promotes excellent customer care.

Job Context

The post holder reports to the Head of Waste, Recycling & Passenger Transport

1. The post holder has day to day line management/supervisory responsibility for a team of assistant managers, supervisors and frontline operatives which can among others consist of Drivers and Travel Assistants.
2. The post holder will have budget responsibility for areas under their control and/or direction.
3. The post holder must respond appropriately to any emergency situations that arise within the service.
4. The post holder will have responsibility for a number of vehicles and will have to ensure these vehicles are kept in a clean and well-maintained condition and those directed to drive adhere to the Council's policies and procedures.
5. The post holder will be required to work weekends and public holidays in order to meet service requirements in line with the operational managers rota.
6. The post holder will be required to work some evenings, in order to meet service requirements in line. Management will endeavour to give reasonable notice of this requirement.
7. The post holder will be required to wear a uniform, carry an ID card and to ensure that all staff adhere to this dress code.
8. The post holder will be accountable for ensuring staff under their direction and/or control undertake their duties in accordance with all of the Council's Policies and Procedures

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and as a front line manager employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To lead and manage a team of managers, supervisors, operatives and/or drivers, creating a climate where proper recognition is given to good work performance. Taking steps to set targets and define outcomes and ensure that these are met and excellent services are provided.
2. To hold responsibility and accountability for the supervising, monitoring and reporting on performance of the services against agreed resource productivity outcomes, budgetary and other targets, and make recommendations for continuous improvement.
3. To ensure that staff comply at all times, with the Council's policy on Health and Safety at Work, relevant codes of safe working practice, and appropriate legislation. To ensure that the need for risk assessments, review of method statements and safe systems of work are identified, the development and formation of these documentation. That this documentation is kept up to date and followed by all staff under their control and/or direction at all times.
4. To ensure that staff attendance, conduct and capability are monitored in accordance with the Council's policy and that appropriate action is taken promptly when required. That all action undertaken is appropriate and in accordance the Council's policies and procedures. For the avoidance of doubt the post holder will be required to undertake return to work interview, hold investigatory meetings and attend hearings as the role of the investigatory officer.
5. To comply with the requirements of the Council's Performance Management scheme and take appropriate action to ensure continuous service improvement.
6. To prepare and present reports as directed by their line Manager. This will include reports on conduct, sickness and performance issues and provide weekly and monthly performance returns in the format requested.
7. To effectively and efficiently deploy the resources at your disposal in accordance with the delivery structure set by your manager. To ensure that staff have sufficient supplies and equipment. To be accountable for the management, storage, distribution and security of supplies.
8. To implement, staff work rosters / routes that ensure the delivery of all the services, as required. Also put in place effective working plans and work rotas for weekends and bank holidays ensuring that staff return details of the work undertaken.
9. To support service delivery by ensuring staff are properly equipped and trained, to carry out their tasks through the adequate availability of plant,

vehicles, materials and consumables, and that they operate safely and use them to maximum effect.

10. To work to ensure that targets are met on collections & pick up times
11. To monitor and improve standards of the passenger transport operations, which will include liaison with other internal and external partners. To be responsible for taking immediate corrective action where standards are found to be unacceptable and where necessary to adjust working practices.
12. To participate in achieving, and maintaining, quality and ICT management systems. The completion of all allocated electronic and paper work including formal responses to councillors, customer service enquiries, deployment, attendance and quality monitoring sheets. All written responses must be completed in a professional and timely manner.
13. To ensure that mechanisms are in place to identify and meet training needs accordance with the service requirements for all staff. This will include ensuring staff attend all mandatory training and are aware of and comply with all Health and Safety regulations.
14. To develop processes which will allow staff to easily report Operational, Health and Safety issues and other issues. Provide staff with appropriate levels of support and training to enable them to provide evidence if required in proceedings for anti-social behaviour cases.
15. To assist in the recruitment, training and management of staff in accordance with policies and procedures.
16. To inspect your area of work and keep accurate records. Be the eyes and ears of the front line service..
17. As directed the post holder will manage and keep accurate records when ordering and managing goods, supplies and equipment for the service in their area within the allocated budget and when authorising agreed overtime.
18. To represent the Council when required by attending meetings of Community Forum's, User Consultative Groups, Committees, Resident meetings and other public meetings etc., if necessary during the evening. To be a service lead on area walkabouts, forums.
19. To be polite, courteous and helpful to other members of staff and the public at all times.
20. To work alongside other Customer focused services and external agencies to resolve problems and ensure long term solutions are found to improve the local environment. To work with other Council service areas in line with Public Realm needs e.g. repairs, community safety division, grounds maintenance, lift maintenance, refuse collection,

health and safety, traffic management, water authorities and emergency services.

21. To assist in the delivery of the winter maintenance gritting programme as and when required.
22. To operate flexibly and respond to the demands of the service. This may include working an alternative work pattern, working weekends and/or public holidays and to allow for a 15 minute handover between work patterns or starting early to deploy drivers from the depot.
23. To drive a company vehicle to enable supervisory/management duties to be performed efficiently and effectively, this will include the transportation and delivery of day to day consumables to front line staff as required.
24. To use mobile technology to support the role
25. To carry out any other duties commensurate with the level of the management post

Personal Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: Knowledge of relevant health and safety legislation at work including COSHH regulations, risk assessments etc.	Application Form/Interview
Demonstrable knowledge and experience in the use of IT packages such as Microsoft, WORD, Excel, Powerpoint, Outlook.	Application Form/Interview

EXPERIENCE: Minimum 12 months supervision /management experience in a front line service in the public sector or in social housing Experience of supervising and operating a front line service in accordance with health and safety legislation and safe working practice. Experience of managing staff in a performance management environment. Experience of the deployment, control and supervision of staff.	Application Form/Interview Application Form/Interview Application Form/Test Application Form/Interview
SKILLS AND ABILITIES: Ability to work on own initiative and with minimal supervision to make sound decisions without continual reference to senior managers. Good oral, written and ICT skills sufficient to enable post holder to undertake duties of the post and be an effective communicator. This will involve report, letter writing skills and responding to complaints. Ability to plan and organise workload, work to deadlines, and resolve work related problems Ability to communicate and liaise with customer departments, contractors, external agencies, tenants and leaseholder representatives	Interview Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview

Ability to respond to residents in a sympathetic and co-operative manner. To deal with sensitive issues, using tact to resolve issues and disputes. Ability to attend out of hours meetings. Ability to proficient and effective use Information Technology such as Microsoft packages for example, Word, Outlook, Excel, Powerpoint, tablets, smart phones and knowledge of utilising cloud hosted services and applications	Application Form/Interview Application Form
PERSONAL STYLE AND BEHAVIOUR: Commitment to provide a better living environment and good street and estate cleansing services for customers, tenants, leaseholders and the public. Commitment to quality in regard to service delivery, decision making processes and working practices, and to promoting a positive image of the Council. Having a pro-active attitude and approach to meet the ever changing needs of the service.	Application Form/Interview Interview/Test Interview

OTHER SPECIAL REQUIREMENTS:

Current full Clean UK driving license

Able to work contractual weekends, bank holidays on a rota basis and occasional evenings to maintain service delivery.

This post will be subject to a (standard/enhanced) CRB check.

Application Form and production of licence

Application Form/Interview

Satisfactory clearance at conditional offer stage