

Job Description



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| Job Title: Assistant Operations Manager | Service Area: Parks and Green Spaces | |
| Directorate: Environment & Sustainable Transport Directorate | Post Number: 10020463 | Evaluation Number: 5571 |
| Grade: PO4 | Date last updated: September 2020 | |

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.

Overall Purpose of Job

To be responsible for the line management of 20 + operational staff working on a range of cleansing, grounds maintenance, infrastructure maintenance, arboricultural and other specialist services in parks and green spaces, highways and housing estates

To ensure that work schedules are designed and delivered effectively and that work is completed to agreed performance standards and timescales to deliver safe and attractive open space amenities and facilities and high quality sports facilities.

To ensure that vehicles, plant, equipment, tools and machinery are safe and legally compliant and appropriately allocated to maximise productivity and efficiency.

To ensure full compliance with the Council's policies, standards and procedures relating to Health and Safety, HR, Equality and Diversity, Customer Care etc. in respect of all operatives for which you have supervisory responsibility.

To ensure that complaints, enquiries and service requests raised by residents, elected members and internal customers are actioned and responded to in accordance with agreed standards and timescales.

To deputise for the Operations Manager in his/her absence as required.

To assist in identifying and implementing improvements to the way the service is delivered in order to ensure continuous improvement in efficiency and service standards in line with the Council's wider corporate objectives.

Job Context

The post holder reports to the Operations Manager-

1. The post holder has line management responsibility for team leaders and other operatives identified in the structure chart attached to this job description and any updated operational team structure
2. The post holder has budget management responsibility for Grounds Maintenance budgets as directed, including income collection.
3. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate operational service delivery and representation of the Council with residents, the Mayor and elected members, and external bodies.
4. The post holder will be required to wear a uniform and to ensure that all staff adhere to the agreed dress code and wear appropriate personal protective equipment as instructed.

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 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. Design and deliver the daily, weekly, monthly and seasonal schedule of tasks according to agreed standards and within agreed timeframes, by teams of grounds maintenance operatives.
2. Line manage Team Leaders and operatives and monitor and oversee their work on a daily basis and allocate vehicles, machinery, staff, equipment, materials and other resources as appropriate to reflect the changing requirements of the work schedule and the impact of staff absence, vehicle equipment maintenance and repair, weather conditions, complaints etc. and conduct and record formal inspections of site standards, health and safety compliance and vehicle and equipment use, cleanliness and compliance.

3. Manage the recruitment, assessment, training and allocation of agency, seasonal and permanent staff and apprenticeships and act as a mentor and assessor for apprentices and staff working towards RQF and other vocational qualifications
4. Direct, motivate and monitor teams of operatives carrying out grounds maintenance activities as required. This includes but is not limited to:
 - Litter picking
 - Leaf clearance, weed and detritus removal
 - Removal of graffiti and fly posting
 - Clearance of fly tipping
 - Emptying of litter/dog bins
 - Safe collection and disposal of hazardous waste such as needles or other sharp items
 - Grass cutting (using pedestrian or ride-on mowers)
 - Strimming
 - Hedge trimming and winter maintenance pruning
 - Path edging
 - Ground based arboriculture work
 - Play equipment inspection and repairs
 - Toilet, changing room and pavilion cleaning
 - Cleaning and inspection of water features
 - Inspection, cleansing and replacement of play sand, bark or other approved play area material
 - Planting and maintenance of seasonal floral displays
 - Locking and unlocking of sites and premises
 - Cultivation, preparation, planting and maintenance of standard trees and shrubs
 - Specialist sports pitch maintenance and annual renovation
 - Parks infrastructure repairs and maintenance
5. Carry out health and safety inductions for new and agency staff and conduct competence training in the safe use of powered hand tools and ride-on machinery.
6. Ensure staff are complying with the Council's policies and procedures in respect of safe operation of vehicles and machinery including ensuring that the appropriate daily checks are made and recorded, basic maintenance is carried out in accordance with the manufacturer's instructions, defect sheets are completed and that safety critical defects are rectified before the vehicle or item of machinery are put back into use.
7. Ensure staff are complying with the Council's policies and procedures in respect of HR matters and the Council's code of Conduct and ensure accurate completion and submission of timesheets, work records, accident reports, annual leave and sickness.
8. Carry out investigations into all accidents, near miss reports and all other reports regarding staff behaviour and other incidents.

9. Produce risk assessments, COSHH assessments and method statements, communicating any changes in work methods, PPE etc to staff and ensuring that safe working methods are complied with.
10. Take responsibility for the management of the Council's inventory of machinery tools and equipment, maintain the asset register, allocate asset numbers and maintain inspection and maintenance records.
11. Act as a first point of contact for all issues, questions and concerns raised by staff, ensuring that a satisfactory resolution of issues is achieved.
12. Communicate key service related and corporate messages to staff through regular toolbox talks and team briefings.
13. Investigate all customer and Councillor complaints and service requests as allocated by the Operations Manager and respond directly to the customer or provide a report for the Operations Manager with recommendations for remedial action.
14. Act as a first point of contact to address issues, questions and concerns from key internal customers, including leisure, housing and highways.
15. Use the Council's specialist software to develop, manage and update work programmes, produce performance reports, update and maintain digital maps and provide real time management information. Contribute to the performance specification for new software and system upgrades and assist in their implementation.
16. To support the development and to subsequently be responsible for the implementation of Business Continuity and other emergency plans as and when requested.
17. Work collaboratively with other teams and stakeholders to complete co-ordinated tasks, for example spring cleans, seasonal floral displays, work on the highway etc.
18. Develop and implement the annual objective setting and performance review process with all Team Leaders, including the compilation and delivery of training requirements.
19. Assist the Operations Manager in the evaluation of new equipment and machinery, technology and new ways of working to ensure the continuous improvement of grounds maintenance service standards and efficiency.
20. Procure and oversee the delivery of work carried out by external contractors commissioned to carry out additional work requests.
21. Review requests for non-routine works and site upgrades/improvements, conducting site surveys as required and preparing costings.

22. Financial management for budget areas as directed by the Operations Manager.
Including the authorisation of works, the collection of income from internal and external clients and budget forecasting.
23. Undertake any additional duties as reasonably requested by the Council

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.

| CRITERIA | METHOD OF ASSESSMENT |
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| 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. | |
| KNOWLEDGE: A clear understanding of health and safety legislation and its practical application in an operational service environment including an IOSH | Application Form/Interview/Test |

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| <p>Managing Safely certificate or equivalent certified safety training</p> <p>Specialist knowledge of amenity horticulture and/or sports turf maintenance to a minimum of NVQ level 3 or equivalent (or minimum 5 years relevant experience)</p> <p>A demonstrable understanding of safe operation of powered machinery tools and equipment including a manual handling trainer certificate and small plant/equipment trainer certificate</p> <p>PA1 & PA6 licence in the Safe Use and Application of Pesticides or demonstrable knowledge of the practical and legislative requirements</p> <p>Certificated knowledge on how to conduct workplace training assessments for vocational qualifications</p> | <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> |
| <p>EXPERIENCE:</p> <p>Experience of operational staff supervision/ management in an environmental maintenance or related industry.</p> <p>Experience of grounds maintenance, amenity horticulture or sports turf maintenance.</p> | <p>Application Form/Interview</p> <p>Application Form/Interview</p> |
| <p>SKILLS AND ABILITIES:</p> <p>Ability to communicate effectively with colleagues and customers and to express oneself clearly.</p> <p>Ability to motivate staff.</p> <p>Good literacy and numeracy skills.</p> <p>Sound ICT skills, and ability to learn how to use specialist software to produce and monitor work schedules</p> | <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> |

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| <p>and produce management information.</p> <p>Ability to direct a team and make decisions involving the use of personal initiative.</p> <p>High level of organisational skills, and ability to accurately check and complete compliance paperwork</p> | <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> |
| <p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to work with minimal direct supervision.</p> <p>Ability to use tact when dealing with potentially difficult customers.</p> | <p>Application Form/Interview</p> <p>Application Form/Interview</p> |
| <p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work evenings and weekends to maintain service delivery.</p> <p>Some of the duties undertaken by this post will require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is subject to a standard DBS check.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p> | <p>Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Application Form</p> |