

## TENDRING DISTRICT COUNCIL

### JOB DESCRIPTION

**Service Unit:** Building and Public Realm

**Job Title:** Operations Manager

**Post No:**

**Reports to:** Property & Projects Manager

**Grade:** 9/10

#### 1. JOB PURPOSE

To undertake the preparation and management of Contracts and works orders for maintenance to the Council's assets, to assist with the assessment and programming of significant contracts and improvements to existing assets and to supervise the execution of such schemes. To provide contract cost control. To monitor, research and make recommendations on Services issues when appropriate. To undertake any other related technical duties as required.

To contribute to the effective operation of the Council's role as a coast protection partner and social landlord.

To undertake the pre-inspection of defects and the supervision, preparation and contract administration of contractors and the in-house works team in respect of maintenance works, including inspection of completed works to ensure that agreed and specified standards are achieved.

#### 2. JOB ACTIVITIES

- a) To undertake the design, implementation and inspection aspects of a wide range of Services schemes.
- b) To oversee the day to day management of the Engineering Team and Housing Repairs Teams, with responsibility for formal appraisal, discipline and selection. To closely monitor sickness absence, deal with escalated performance issues of staff including training attendance and manage staffing issues and complaints from services.
- c) To oversee the inspection of Council owned assets and structures to assess repair and maintenance requirements including reporting and initiating repairs, maintenance, cleansing or other works as necessary.
- d) To oversee the pre and post inspection of Council structures, assets and communal areas with regard to reported defects or repairs and all aspects of contract administration applicable to works carried out under the contract for day to day repair and maintenance of Council structures and in accordance with right to repair legislation.
- e) To prepare, supervise and administer annual and other maintenance contracts.
- f) To co-ordinate requests for coastal maintenance or new works.
- g) To maintain an informed awareness of new developments and products and changes in relevant policies, regulations and legislation and their likely immediate or future impact on Tendring District Council.
- h) To assist in the preparation of annual estimates and be accountable for those budgets.

## OFFICIAL SENSITIVE

- i) To receive, record, monitor and inspect any complaints in respect of specified service areas and to take appropriate action.
- j) The carrying out of land and structure surveys.
- k) To ensure that adequate cover is provided for the out of hours services provided within the specified service areas, including emergency call outs and repair and maintenance.
- l) The enforcement of compliance with the Council's Standing Orders and Financial Regulations in all aspects of the work carried out in the specified service areas.
- m) The maintenance of a positive and effective working relationship between Building and Public Realm and all other Service Units, Contractors and Consultants.
- n) To provide professional advice.
- o) Inspection of Council owned property (land/assets/structures) in respect of coastal maintenance and other associated engineering to undertake surveys as directed including identification of structures for planned maintenance or improvement requirements.
- p) Preparation of contract specifications and obtaining quotations or tenders, obtaining goods and services including the issuing of works orders or other contract documentation.
- q) Management and inspection of work on site.
- r) Liaising with Public, Councillors, other TDC officers and external agencies for the effective and efficient performance of the Engineering and Housing Repair section.
- s) Dealing with all associated paperwork, correspondence and the keeping of accurate records. Receiving and dealing with telephone communications.
- t) Preparing reports, correspondence and other documentation in respect of maintenance or other associated duties.
- u) Ensuring compliance with the Council's seafront and other policies from time to time introduced with special regard to anti-social behaviour and community safety, equality and diversity.
- v) Other duties, as required by the Head of Building & Engineering.

### **3. SUPERVISION AND RESPONSIBILITIES**

- The post holder will be responsible for a range of technical decisions and will be required to demonstrate some management skills in order to maximise efficiency.
- The post holder's duties may involve complex calculations and designs with due consideration being given for statutory, environmental and aesthetic factors.
- The post holder will communicate with other services and outside organisations.
- The work may be complex and may involve changing rapidly from one task to another during the working day.
- The post holder will be expected to work under their own initiative and be responsible for a range of schemes, some from inception to completion and will be accountable for the maintenance of service standards.
- The post holder will be expected to ensure a Best Value approach in all areas of the Service Unit.
- The post holder must work to attain optimum performance in service delivery within their area of responsibility.
- The post holder should seek the advice of the Property and Projects Manager on difficult or contentious decisions.

OFFICIAL SENSITIVE

Amended within 25% from original Engineering Operations Manager

- Some work out of normal working hours may be necessary.

### **3. CORPORATE RESPONSIBILITIES**

- Must achieve good performance on relevant performance indicators both local and statutory, and ensure that all employees understand the aims and objectives of the service, and are able to maximise potential and achievement.
- Must ensure that employees can relate their work to the Council's overall corporate strategy and priorities.
- You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including E Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.
- Must maintain high quality corporate and service standards and best practice as required.

### **4. SPECIAL CONDITIONS**

- The post holder must comply with, implement and monitor policies and procedures ensuring appropriate standards of health, safety and welfare such that the Council and its employees comply with legislative requirements and good practice standards at all times.
- To ensure proper adherence to the Council's Grievance, Disciplinary, Capability, Harassment and other personnel policies and procedures.
- Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.
- You will be required to be able to drive and to have access to a car for work purposes. It is requirement of this post that you hold a current driving licence and provide a vehicle in order to perform your duties for which you will be entitled to claim Inland Revenue rate which is currently 45p per a mile.
- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.
- This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.

***This job description is a guide to the duties the post holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.***

<b>PERSON SPECIFICATION</b>
-----------------------------

**Job Title: Engineering Operations Manager**

**Post No:**

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

### **9.1 Professional and Technical Development**

1. An appropriate level 6 professional or vocational qualification such as a Diploma in Surveying (commensurate knowledge gained through experience and personal development will be considered).
2. A Level 4/5 Leadership or Management qualification (commensurate knowledge gained through experience and personal development will be considered).
3. Experience of working in a complex and diverse organisation at a management level undertaking similar functions and duties to those in the job description.
4. Having a consistent record of giving sound professional advice and engineering success through effective and productive working relationships.
5. High level budget management skills.
6. Demonstrable literacy and numeracy skills.
7. Proficient in MS-Word, Excel and Outlook (a Level 2 IT qualification would be an ideal way to demonstrate this).
8. Demonstrable Building/Engineering skills
9. Eligible to work in the UK.

### **COMPETENCY REQUIREMENTS**

The following competencies will be used in making the initial selection decision:

#### **1.1 Deciding and Initiating Action**

- a. Makes prompt, clear decisions which may involve tough choices or considered risks.
- b. Takes responsibility for actions, projects and people.
- c. Takes initiative, acts with confidence & works under own direction.
- d. Initiates and generates activity.

#### **1.2 Leading and Supervising**

- a. Provides others with a clear direction.
- b. Sets appropriate standards of behaviour.
- c. Delegates work appropriately and fairly.
- d. Motivates and empowers others.
- e. Provides staff with development opportunities and coaching.
- f. Recruits staff of a high calibre.

#### **3.2 Persuading and Influencing**

- a. Makes a strong personal impression on others.
- b. Gains clear agreement and commitment from others by persuading, convincing and negotiating.
- c. Promotes ideas on behalf of self and or others.
- d. Makes effective use of (internal) political processes to influence and persuade others.

#### **4.1 Writing and Reporting**

- a. Writes clearly, succinctly and correctly.
- b. Writes convincingly in an engaging and expressive manner.
- c. Avoids the unnecessary use of jargon or complicated language.
- d. Writes in a well-structured and logical way.
- e. Structures information to meet the needs and understanding of the intended audience.

#### **4.2 Applying Expertise and Technology**

- a. Applies specialist and detailed technical expertise.
- b. Develops job knowledge and expertise (theoretical and practical) through continual professional development.
- c. Shares expertise and knowledge with others.
- d. Uses technology to achieve work objectives.
- e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity.
- f. Demonstrates an understanding of different organisational departments and functions.

#### **6.1 Planning and Organising**

- a. Sets clearly defined objectives.
- b. Plans activities and projects well in advance and takes account of possible changing circumstances.
- c. Manages time effectively.
- d. Identifies and organises resources needed to accomplish tasks.
- e. Monitors performance against deadlines and milestones.

*Applicants should note that the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.*

*Applicants should also take note of the requirements of the Career Grade for this post. The Career Grade details additional requirements that will be used to determine the pay rate on appointment and in the management of performance and pay progression after appointment.*