

JOB DESCRIPTION	
Details of the job	
Post Title	Operations Manager
Hours	37 – Flexibility is crucial as there will be evening and weekend work
Salary	LC2 Scale Point (18-26) £24,982-£30,451
Location	Based at the Town Hall, Thorpe Street, Raunds
Staff Responsibility	Manage site supervisors and cleaners
Reports to	Town Clerk

Overall purpose of the post

The Operations Manager will be responsible for delivering excellent customer service for users of all council facilities.

You will:

manage the day to day running of our newly refurbished community building Saxon Hall.

be responsible for the presentation of our open spaces and facilities within the town.

oversee the management and health and safety of all other buildings and land with the Town Council's property portfolio.

liaise with office staff and contractors and manage a small team of site supervisors across council property.

Responsibilities

1. Ensure all council property, facilities and outdoor spaces are presented to enhance the image of the town.
2. Ensure that Saxon Hall is presented in the appropriate manner for all bookings and to maintain excellent standards of customer care.
3. Manage planting, maintaining, and watering of floral displays in the town.
4. Assist in the management of Town Council-led community events, including all health and safety aspects.
5. Ensure all buildings and property remain within the latest government regulations and environmental, health and security standards and comply with Health and Safety guidelines.
6. Manage all building maintenance activities.
7. Complete and ensure Weekly/Monthly/Annual checks as required for buildings, equipment, grounds maintenance, electrical testing, fire alarms etc.
8. Supervise repairs and manage compliance contracts.
9. Manage all projects in conjunction with the Clerk. Make recommendations to the Council for approval.
10. Obtain quotations for any additional maintenance work as needed in accordance with the Council's Financial Regulations and recommend to Council for approval.
11. Ensure appropriate stock levels for supplies and equipment are maintained and equipment is fit for use.

12. Undertake or arrange work in public parks, car parks, playing fields, landscaped areas, similar open spaces, bus shelters and buildings.
13. Supervise others including employees, contractors and volunteers.
14. Oversee the maintenance and installation of public seating, dog bins and other items of street furniture.
15. Attend Council meetings as required.
16. Act as a primary keyholder for Council property and respond to emergency call outs as required 24/7.
17. Carry out any other reasonable tasks as and when required.

This job description reflects the major tasks to be carried out and the level of responsibility which the post-holder will be required to work. In the interests of effective working, the tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes shall only be carried out following consultation with the post-holder.

PERSON SPECIFICATION

Post Title	Operations Manager
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ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	<p>Able to demonstrate a reasonable level of general education (including a pass at English and Maths GCSE or equivalent).</p> <p>Should be computer literate and able to use basic MS Office programs.</p> <p>Driving licence and willingness to drive Town Council vehicles including a van.</p>	<p>PA1/PA6a Spraying certificate</p> <p>Rospa-Routine Playground Inspection.</p> <p>Rospa – Operational Playground Inspection.</p> <p>Clean driving licence</p>
Experience and Knowledge	<p>Experience of leading a team.</p> <p>Experience of managing contractors.</p> <p>Experience of carrying out a wide range of practical tasks, e.g. decorating, minor maintenance works.</p>	<p>Experience of managing projects</p>
Personal	<p>Has a positive and enthusiastic attitude and shows initiative within the role.</p> <p>A strong team player.</p>	

Ability and Skills	<p>Able to work independently and as an effective team member.</p> <p>Able to prioritise own workload and cope well under pressure to meet deadlines.</p> <p>Able to build and maintain good working relationships with councillors, colleagues, and residents.</p> <p>Able to offer excellent customer service.</p> <p>Able to deal with difficult situations.</p> <p>Able to deal with people in a courteous and effective manner.</p>	
Policies and Procedures	<p>Adhere to Town Council policies and procedures.</p>	
Equal Opportunities	<p>Demonstrates awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Health and Safety	<p>Demonstrates a clear understanding of and commitment to Health & Safety and a willingness to undertake training to enable implementation of procedures.</p>	