# ROLE PROFILE

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| **Job Title:** | Operations Manager (Estate Services) | **Reporting to:** | Head of Estates Services |
| **Directorate:****Team:** | Customer Services Customer Experience | **Location:** | Any location across the business |
| **Purpose of the role:**  |
| Day to day responsibility for managing Thirteen’s award winning Estates Services department, including both in house service and contract arrangements  |
| **Key accountabilities and job content:**  |
| To fulfil the requirements as set out within the Tier 4 profile* Lead the day-to-day management of both reactive and planned Estates Services department across a number of geographic locations including: hard and soft landscaping, tree works, grass cutting, graffiti removal, fly tipping removal, window cleaning, litter picking, estates cleansing, snow clearance and salting, and general handyperson tasks
* Take responsibility for the monitoring and maintaining of all service records and information in relation to; health and safety, training and development, productivity, legislation, service costs, compliance, resources and personnel
* Take responsibility for the strategic management and development of the Estates Services Team and deputise for the Head of Estates Services as required
* Support the team on matters including health and safety, and risk management across service area activities
* Manage systems to facilitate effective service quality monitoring, including elements of customer validation
* Assist on outsourced services including tenders, contracts and open space maintenance quality control acting as client representative
* Manage budgets, assist in budgetary preparation and prepare and present associated reports as required
* Assist in the development of a strategic approach to the use of resources, continuous improvement of operational structures and practices to realise high quality services and increasing levels of customer confidence
* Develop and maintain relationships with Thirteen’s business partners (both internal and external) to ensure service delivery meets customer needs and aspirations
* Take an active role in relevant project teams creating opportunities to embrace and embed innovation, and improve operating efficiency
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| **Qualifications:** |
| * HNC/HND/DMS similar or equivalent experience
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| **Knowledge, skills and experience:**  |
| * Overview of all regulatory and legislative requirements including: finance, people, IT, governance, health & safety and diversity
* Ability to contribute to strategy and policy development
* Effective use of IT and media as appropriate
* Good understanding of value for money principles
* Ability to assist in developing and managing a customer driven service and ensure continuous improvement
* Proven ability to analyse and solve problems
* Able to prioritise to achieve realistic targets, costs and time deadlines
* Significant relevant experience of leading a team with a holistic approach to service delivery, managing change, coaching and developing people
* Good communication skills to be able to communicate effectively with external stakeholders, customers and colleagues
* Full UK driving licence or access to a vehicle and able to travel across the region as required
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| **Role requirements and demands:**  |
| **Solving problems:** | Problem solving that is of a specialist / technical nature and requires some research and the analysis of information or solutions. |
| **Making decisions:** | Operational decision making relating to organisational objectives and outcomes that have been defined by others |
| **Communicating:** | Provides information on complicated matters. Uses tailored communication skills in relation to specialist/technical issues where required. |
| **Financial responsibility:** | Delegated budget holder - Low level spending  |
| **People management responsibility:** | Yes  |

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| *For Reward Team use only* |
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