# 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 | | | | |
| **Qualifications:** | | | | |
| * HNC/HND/DMS similar or equivalent experience | | | | |
| **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 | | | | |
| **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* | |
| Version 2 | April 25 |