

Senior Operations Manager I (Sports)

Department: Infrastructure, Housing and Environment

Division: Operations & Transport

Reports to: Head of Service

JE Reference: GHE1017

Grade: CS13

JE Date: 13/12/2021

Job purpose

Managing and maintaining Island wide multiple operational services taking the lead for developing delivery strategies in line with the department's business plan and Government strategy to ensure the delivery of high quality specialist services essential for the functioning of the local society.

Job specific outcomes

Produce business plans for their section that are aligned with the Government objectives, outlining key objectives, operational requirements and highlighting future funding needs to ensure continued and improved performance while meeting Government strategic aims.

Develop, plan and lead the implementation of new service initiatives or amendments based around new technologies, industry best practice and new ways of working in order to support the best outcome for customers and the directorate.

Design and implement change within the directorate by regularly reviewing operational policies, procedures and work programmes to deliver services that meet operational and customer demand.

Manage the optimum utilisation of staff and physical resources to support planned and reactive work within their service, by managing staff and coordinating contractors and suppliers and creating contingency plans and risk management strategies to ensure the delivery of timely and efficient services at all times.

Be the subject matter expert for the section, providing advice and supporting stakeholders with the evolving and competing needs of the service in order that the right outcomes and value for money is achieved.

Evaluate business performance and industry trends to identify opportunities to improve service delivery and make policy recommendations to relevant stakeholders, ensuring that services meet the needs of the people of Jersey and keep up to date with societal developments.

Monitor the revenue and expenditure budget within the defined financial limits and where appropriate maximise the income whilst at the same time ensuring business objectives are met in order to contribute to the delivery of the directorate's vision.

Lead on negotiations with suppliers for business related services and supplies, including contracts and equipment to secure value-for-money for the directorate.

Be responsible for ensuring the service area is compliant with all Health and Safety obligations, providing sufficient protection for staff, customers and service users to ensure the service fulfils its legal obligations and responsibilities towards all stakeholders, including staff, business partners, customers and the public.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

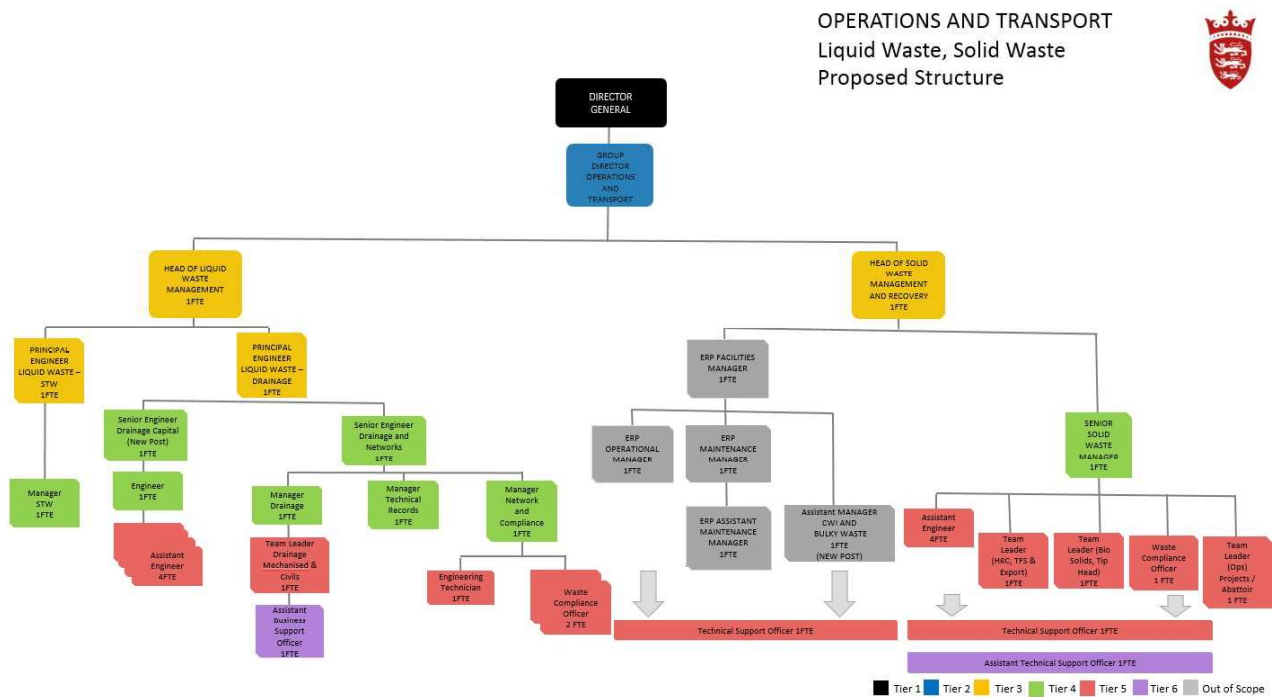
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)

The role is responsible for the management of one of the following operational services:

- Sports Operations (Wet Facilities)
- Sports Operations (Dry Facilities)

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Level 7 post graduate qualification or equivalent gained by substantial practical experience in a relevant specialism e.g. Mechanical & Electrical Engineering, Civil Engineering, Electronics, IT and Software Engineering, Municipal Engineering, Urban Economics, Environmental Waste Management, Process Control Systems , Leisure Management etc.)</p> <p>Membership of a relevant chartered professional body (e.g. Institute of Mechanical Engineers, Institution of Engineering and Technology, Institute of Civil Engineers, Institute of Economic Development etc) or equivalent level</p> <p>Evidence of further relevant professional courses e.g. Health & Safety certificate (e.g. IOSH)</p> <p>Middle management qualification or equivalent</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of:</p> <p>The latest theory, practices, processes and techniques as related to their industry, including ongoing Continuing Professional Development</p> <p>Leading service delivery as relevant to the overseen function</p> <p>Commissioning services</p> <p>Knowledge of performance management and understanding of performance metrics</p>	<p>Knowledge of:</p> <p>The activity and processes of Government</p> <p>Management reporting as it relates to this role</p> <p>The Infrastructure , Housing and Environment priorities, key objectives, risks and issues relevant to the department division and the role</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Computer literate with ability to operate the Microsoft Office package.</p> <p>Ability to use technical business applications designed to capture, store, manipulate and analyse technical data and create design models as relevant to the specific service and industry.</p>	<p>Driving licence (Group B)</p>

<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Problem solving, negotiation and influencing skills</p> <p>Confident decision-maker</p> <p>Ability to develop innovative approaches to change management and service delivery</p> <p>Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour.</p> <p>Strong relationship building skills</p> <p>Ability to present effectively, both verbally and in writing</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation to a variety of audiences</p>	
<p>Experience</p>	<p>Experience of:</p> <p>Leading the development and delivery of strategy</p> <p>Managing the operational delivery of relevant scientific / technical / operational services</p> <p>Managing staff and budgets</p> <p>Experience in Project Management and Leading Change Management initiatives</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities attributes and behaviour indicators.

Organisation chart

