

Senior Operations Manager II

Department: Growth, Housing and Environment

Section: Operations & Transport

Reports to: Head of Service / Principal / Senior Manager

JE Ref: GHE1026

Grade: CS12

JE Date: 06/03/2020

Job purpose

Developing and implementing best practice strategies and processes in the operational management and administration of the section, ensuring the delivery of high quality specialist operational services.

Providing leadership and direction to key operational services in the Directorate taking the lead for developing delivery strategies in line with the department's business plan and the organisation's One Government vision.

Job specific outcomes

Lead the development and implementation of the section's strategic operational delivery plans, setting short and long term goals, introducing innovative strategies and new ways of working in order to maximise the organisational efficiency of services.

Develop, plan and lead the implementation of new service initiatives or amendments that may be based around new technologies, industry best practice or new ways of delivering services in order to maximise commercial opportunities where applicable and support the best outcome for customers and the department.

Design and implement change within the directorate acting as a change agent and role model to gain commitment from colleagues and motivating the workforce to overcome barriers and improve effectiveness, 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 to ensure the delivery of high quality and cost effective services to the customer.

Manage the implementation and maintenance of the service area's physical assets, capital programmes and main functions in order to optimise operational efficiencies and achieve value for money.

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

Analyse service performance data and industry trends to identify opportunities to improve service delivery and to recommend policy and legislative changes to relevant stakeholders, thereby

ensuring that services meet the needs of the people of Jersey and the organisation's One Government vision.

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.

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 by 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.

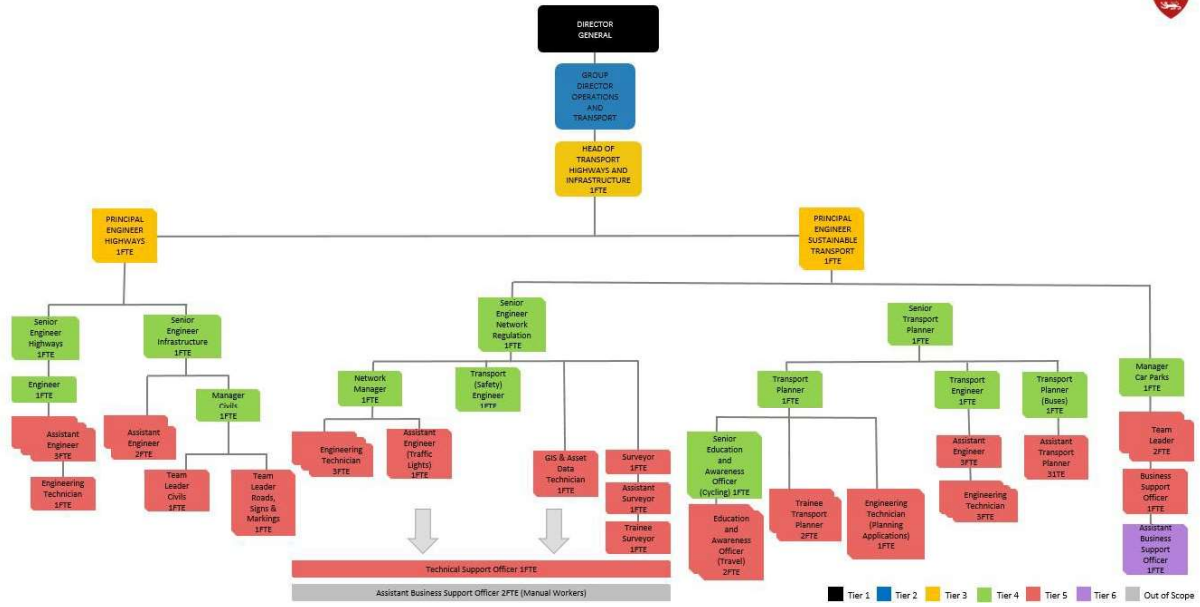
Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)

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

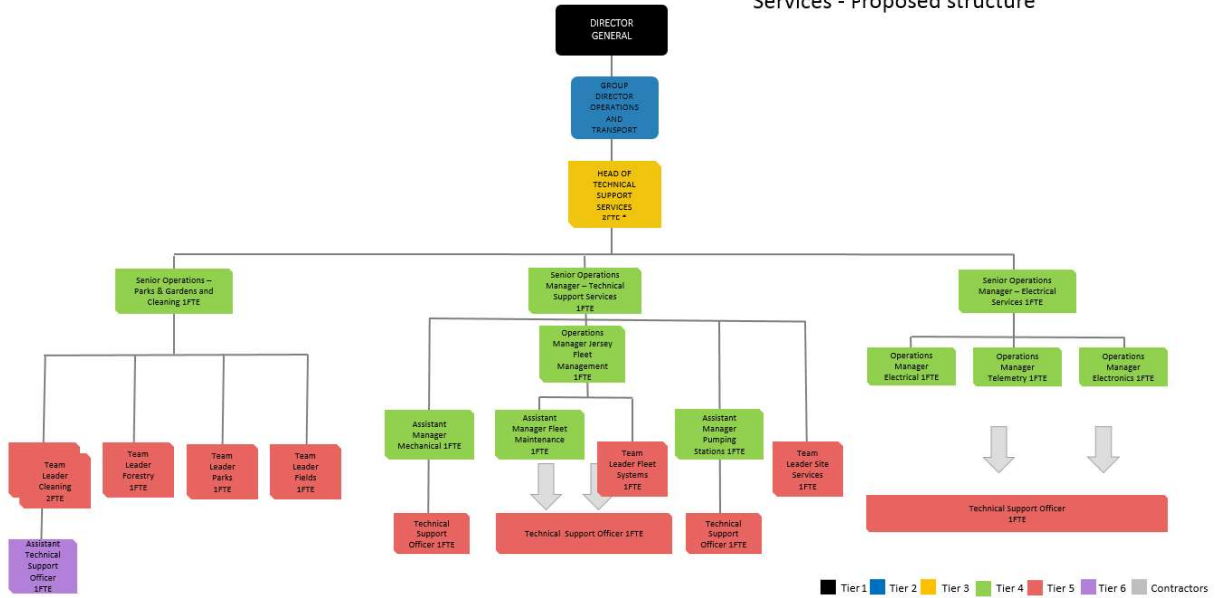
- Network (Transport)
- Jersey Car Parks Manager (Technical Support Services)
- Jersey Fleet Manager (Technical Support Services)
- Facilities Manager (Property)
- Water Management and Asbestos Coordination (Property)

Organisational structure

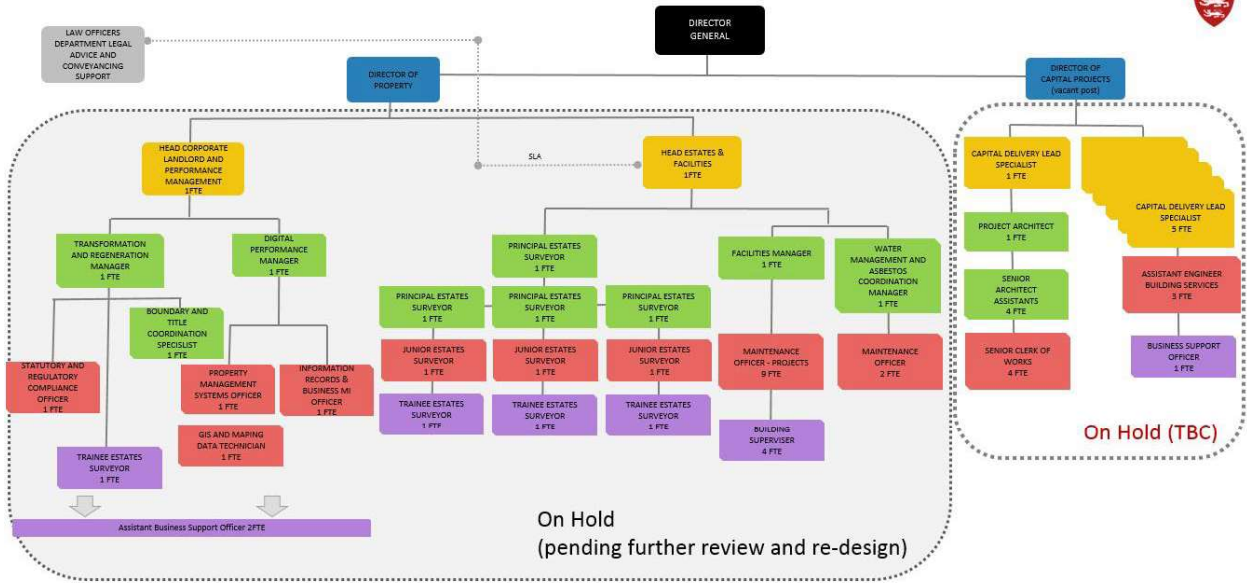
OPERATIONS AND TRANSPORT
Transport, Highways and Infrastructure



OPERATIONS AND TRANSPORT
Technical and Support Services,
Property Maintenance and Municipal
Services - Proposed structure



PROPERTY AND CAPITAL DELIVERY



■ Tier 1
 ■ Tier 2
 ■ Tier 3
 ■ Tier 4
 ■ Tier 5
 ■ Tier 6
 ■ Contractors

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</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, Municipal and Traffic Engineering, Building Management, Leisure Management, Surveying)</p> <p>Membership of a relevant chartered professional body (e.g. Institute of Mechanical Engineers, Institution of Engineering and Technology, Institute of Civil Engineers, Chartered Institute of Building, British Institute of Facilities Management, Royal Institute of Chartered Surveyors 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</p>	<p>Knowledge of:</p> <p>The latest theory and practices, processes and techniques as related to their industry, including ongoing Continuing Professional Development</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 Growth, Housing and</p>

	<p>Leading specialist operational services as relevant to the overseen function</p> <p>Commissioning services</p> <p>Knowledge of performance management and understanding of performance metrics</p>	<p>Environment priorities, key objectives, risks and issues relevant to the department division and the role</p>
Technical / Work-based Skills	<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 designs as relevant to the specific service and industry.</p>	<p>Driving licence (Group B)</p>
General Skills/Attributes	<p>Problem solving, negotiation and influencing skills</p> <p>Confident decision-maker</p> <p>Ability to develop innovative approaches to change 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</p>	

	papers, proposals) to a high level for presentation	
Experience	<p>Experience of:</p> <ul style="list-style-type: none"> Leading the delivery of strategy Managing the operational delivery of relevant technical / operational services Managing staff and budgets Experience in Project Management and design and implementation of change projects 	

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

