
JOB DESCRIPTION – Operations Manager

Job title:	Operations Manager
Location:	Duston Parish Council (DPC)
Salary:	NJC points 22-25 (£19817-£21734)
Allowances:	Mileage allowance
Hours:	37 hours per week (including evening and weekend hours.)
Responsible to:	Parish Executive Officer
Directly responsible for:	Caretaking team
Indirectly responsible for:	Volunteers

JOB PURPOSE

To make Duston a great place to live work and play.

To ensure all facilities are presented in the best possible manner to meet the needs of the local community.

To ensure the DPC's environment projects and centres are properly cleaned, prepared and maintained to meet the needs of the local community.

KEY RESPONSIBILITIES

- To be a registered key holder and co-ordinate response.
- To manage the caretaking team, prepare rotas, ensuring effective staffing levels and workload distribution. Keeping relevant records
- To maintain relevant levels of supplies and resources as required..
- To ensure the preparation and setting up of facilities booked for meetings and seminars, Equipment to be in place and in good working order. As per electronic booking system.
- To manage and carry out routine maintenance in respect of minor repairs and refurbishment on a daily basis. In buildings and throughout the Parish. Keeping relevant records

- To manage routine and unexpected maintenance requiring external contractors
- To manage the cleaning of all facilities, including the exterior areas.
- To manage and carry out environment work throughout the Parish. Keeping relevant records
- To manage the operational elements of annual events eg Celebrate Duston.
- To manage the use and maintenance of the Parish Van. Keeping relevant records
- To ensure that SLAs & contracts (e.g. for alarm services/ground maintenance) are adhered to and a positive relationship is maintained. Keeping relevant records
- To manage health and safety to ensure the well being, and safety of all who visit or work in the facilities provided by DPC
- To undertake risk assessments and inspections, in facilities and throughout the Parish eg Parks and Spinney. Keeping relevant records
- To encourage continuous improvement through quality assurance and performance management of the caretaking team. Keeping relevant records
- To attend relevant training and forums associated with the role or the development of DPC services
- To encourage equality of opportunity in all services and facilities for staff, customers and the community
- To support volunteers to be involved in a range of projects across the Parish .eg maintaining the Spinney

PEOPLE AND RESOURCES

The jobholder is responsible for the following people and resources:

- Line management of Caretaking team
- Liaise with Parish Council administration staff
- Liaison with volunteers, partners and other stakeholders
- Equipment and supplies utilised in the provision of Council services

Job-holder's position in relation to their manager, peers and direct reports:

- Accountable to Parish Executive Officer
- Member of Parish Management team
- Line management of Caretaking team
- Liaise with Parish Council Administration team

JOB DEMANDS

This job entails the following demands:

- Being on rota in a caretaking role at least 5 sessions per week.
- Being a registered keyholder
- Ability to work unsocial hours
- Ability to use IT for record keeping and communication

GENERAL

You will be required to undertake any such additional duties as determined by DPC. You will be required to work flexible hours to meet the demands of the business.

The details contained in this job description, reflect the job content at the date the job description was prepared.

DPC is progressive and currently increasing its responsibilities, therefore it should be remembered, that it is inevitable that over time the nature of the individual's job will be subject to change; existing duties may be lost and duties gained without changing the general nature of the post and responsibilities entailed.

PERSON SPECIFICATION

	Essential/Desirable?		Methods of Assessment		
KNOWLEDGE			Application Form	References	Assessment Centre
Knowledge and understanding of Equal Opportunities	E		X		X
SKILLS			Application Form	References	Assessment Centre
Leading and gaining buy-in from a diverse range of stakeholders including volunteers and staff	E		X	X	X
Excellent communication, negotiating and interpersonal skills, building a rapport with an range of stakeholders	E			X	X
Able to manage performance, set targets and objectives	E		X		X
Able to deliver through partnership arrangements.	E		X		X
Project management	E		X		X
Able to attend and travel to meetings where necessary	E		X		
IT – Word, Excel, Outlook	E		X		
ATTRIBUTES			Application Form	References	Assessment Centre
Ability to use own initiative and experience to seek solutions	E			X	X
Open to new ideas, projects and concepts	E				X
Works with tenacity and integrity	E			X	X
Enthusiasm for delivering quality services to the community	E				X
Commitment to personal development		D	X		

REVIEW AND SIGNATURES

This document will be reviewed from time to time to ensure that it continues to reflect our vision, values and priorities.

Prepared by:	
Job title:	
Date:	

Job evaluation date:	
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Name of job holder:	
Job holder's signature:	
Date:	