

<b>Designation:</b>	<b>Operations Manager</b>
<b>Grade:</b>	<b>Stroud 8</b>
<b>Responsible to:</b>	<b>Head of Contract Services</b>
<b>Service Area:</b>	<b>Housing Contracts</b>
<b>Post Number:</b>	<b>TEN</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- HNC/D or equivalent in construction, building services, or equivalent through relevant training and/or experience
- Relevant H&S qualification e.g. NEBOSH
- Ability to proficiently use Microsoft Word, Excel, and Outlook

### EXPERIENCE

- Experience of contributing to or implementing change initiatives with a track record of successful delivery and service improvement
- Proven experience of effective management and the ability to motivate, engage and encourage participation
- Detailed knowledge of Building procurement processes and forms of contract
- Experience in the preparation of tender and contract documents
- Able to produce clear, concise and objective written reports on complex issues and present to various venues including Board/Committee meetings
- Proven Ability to interpret and analyse complex financial information Identify, and develop responses and mitigations to commercial risks
- Understanding of delivering excellent internal/external customer service in a social and commercial setting
- Experience of developing and managing budgets and expenditure
- Ability to develop business plans and financial projections
- Advising on, and the management of contractual claims
- Practical experience of using IT as an analytical and management tool

### SKILLS & KNOWLEDGE

- Ability to communicate complex information clearly and effectively with others using a range of techniques, adapting style to enhance impact and suit the needs of the recipient
- Delegate effectively, encouraging individual development and initiative
- Ability to develop and implement new/ revised processes with an emphasis on simplicity, customer experience and efficiency
- Computer literate fully conversant with current information technology, able to lead, plan and develop the use of these technologies for the improvement of the service
- Significant experience and understanding of CDM 2015 regulations
- An excellent understanding of housing sector repairs, and planned maintenance functions
- Knowledge of legal issues and statutory requirements relating to leaseholder consultation requirements
- Ability to inspire, motivate and develop employees and teams, demonstrating support, co-operation, empowerment and leadership
- Resilient, able to work effectively under pressure and meet challenging deadlines
- Highly organised with an attention to detail
- Excellent problem solving capability relating to financial and commercial risks
- Able to analyse financial and other information make sound judgements, appraise performance and manage risk

- Able to adopt a commercial approach and demonstrate business acumen

## PERSONAL ATTRIBUTES

- Able to lead, motivate and develop staff
- Respectful positive and professional
- Confident, independent and proactive
- Possess a can do attitude
- Ability to delegate and empower others
- Possess and ability to creatively problem solve issues
- Excellent negotiation and influencing skills

## OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Willing to undertake additional training or vocational qualifications as required

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Corporate membership of RICS, CIOB or other relevant institution
- CMI Level 4/5 or above
- P402 or P405 qualified in asbestos surveying
- Prince 2 Foundation and Practitioner
- NEBOSH

### EXPERIENCE

- Experience of working at a strategic level in Property Services including developing and implementing policy and strategies
- Experience of leading a Direct Labour Organisation
- Implementation of, and maintaining of a quality management system
- Experience of managing change
- Programme and portfolio management
- Experience of complete life cycle / Planned Preventative Maintenance modelling

### SKILLS & KNOWLEDGE

- Advanced knowledge of sustainable construction techniques
- HHSRS
- Proficient user of Microsoft Project or similar project planning tool

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment of

understanding and meeting their needs, in line with policies.

**3. Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

**4. Innovating**

You will be able to seek better, more effective ways of delivering services.

**5. Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

**6. Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

**7. Equality and Diversity**

You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals. You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs. You will show you appreciate 'diversity' through the added value of individual differences and varied experiences.