
Post Title: Assistant Operations Manager

Grade: PO 1-4

Responsible to: Operations Manager

Responsible for: Supervisors and all frontline staff engaged in the delivery of the domestic kerbside collection schemes, commercial waste collections, street cleansing service, resource and waste management facility activities and emergency out-of-hours activities.

Main contact associated with principal duties:

- Officers of the Council
 - Council Members
 - Members of the Public
 - Officers of other Local Authorities / Highways Authority
 - Sports national governing bodies
 - Funding agencies such as Sport England
 - Cleaning and Cleansing Contractors
 - Environment Agency
 - Operational Services - Operational, Technical and Administrative Employees.
 - Sub-contractors
 - Volunteer groups
 - Suppliers
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Job Purpose:

To supervise the day-to-day running of the waste management service in line with current legislation and Council policies.

To support the Operations Manager providing an efficient and cost-effective service to the standard determined by policy, specification, legislative requirements, and industry guidance.

To be responsible for the direction and supervision of lead officers overseeing waste management, street cleansing, resource and waste management facilities and income generating, and emergency responsive roles.

To support Officers enforcing relevant legislation relating to grot spots, fly tipping, littering, fly posting, graffiti, abandoned vehicles, detained stray dogs and dog fouling on all land and arrange remedial works as requested.

Control of Resources:

The post holder supports the management of budgets on behalf of the Assistant Director as set out above.

The post holder will assist in the monitoring of the budget linked to waste and material collection, street cleansing and operational depot activities. The postholder will additionally support monitoring of capital expenditure and have responsibility for assisting in delivery of capital and revenue projects.

Resources include

- Mobile telephone
 - Laptop
 - Shared responsibility as a Key holder for the Depot
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Main duties and responsibilities:

1. To proactively manage the provision of an efficient and cost-effective front-line service.
2. To ensure that all reporting staff are properly inducted, supported, motivated, trained and equipped to fulfil the roles and responsibilities required of them.
3. To be oversee the monitoring, planning and programming of daily activities of front-line staff, sub-contractors, and suppliers, ensuring cost effective methods of working are achieved and to initiate remedial action as and when required to ensure given targets are met.
4. To manage and support the work of the Operational Services Team to maintain the highest standards of environmental quality within the Borough.
5. To proactively support the introduction of new technologies into the service as and when required.
6. To support Senior colleagues within the Authority to co-ordinate and deliver promotions and behavioural change activities to engage with the local community as required.
7. To assist the Assistant Director (Operational Services) in ensuring the operational fleet is serviced, inspected and maintained to the appropriate legal requirement.
8. To assist the Assistant Director (Operational Services) in ensuring all waste management activities carried out within Fleet Street Depot are in accordance with site permit requirements.
9. To ensure that complaints and requests for service are dealt with in a timely and professional manner in accordance with the corporate complaint's procedure and service standards.
10. To be responsible for ensuring that statistical information is recorded and reported accurately and on time to the relevant leads e.g., Waste Dataflow, local and National Indicators including NI195 surveys, Fly capture etc.
11. To produce letters, reports, statements, and other appropriate written documents arising out of the work activities undertaken.
12. To remain aware of legislative updates and pursue learning opportunities to produce educational / promotional literature, (taking advantage of 'good practice' guidelines / knowledge derived from attendance at training courses/seminars etc).
13. To produce reports and recommendations in respect of funding opportunities, legislative changes or service reviews.
14. To support the Operations Manager and Human Resource leads to revise, create and implement appropriate policies for waste management.
15. To support Senior Officers on delivering service strategies and development including identifying and securing external funding and internal financial support, to improve on street infrastructure for the local amenity.

16. To prepare, develop and deliver agreed policies and strategies within the waste services team (e.g. attendance policy) and ensure clear linkage is established with other appropriate existing and developing policies and strategies of the Council.
17. To provide policy advice to Senior Officers and staff on government initiatives, emerging legislation, white papers and best practice generally.
18. To ensure that the Health and Safety at Work Act 1974, The Management of Health and Safety at Work Regulations 1999 and the Control of Substances Hazardous to Health Regulations 2002 and any other relevant legislation are implemented and complied with.
19. To support the Operations Manager in the effective appointment, performance management and development of all team members. Including day to day management of the Supervisors, completing PDR's, monitoring work, authorising leave, managing sickness etc.
20. To ensure that the Council's Equality & Diversity Policy and related policies, such as recruitment and selection, are implemented. To be aware of responsibilities under the Equality Framework for Local Government and the service area Equality Action Plan.
21. To lead by example in ensuring the postholder and all reporting staff comply with the Council's Dignity at Work Policy and the Code of Conduct for Employees.
22. To ensure that full records are kept of relevant work and activities.
23. To attend meetings as and when required e.g., Neighbourhood Groups, Town Council and Area Committee's etc.
24. Work flexibility is required as the postholder is to be responsible for and co-ordinate depot security, standby duties and emergency call outs. The postholder will be required to be available if necessary to assist the Service Area lead Officers to provide the Council's response to out of hour emergencies which may be reported during evenings, weekends, and public holidays.
25. To assist with the locking and unlocking of the Council's operational depot on an agreed rota.
26. To undertake such other duties as may be required commensurate with the grading of the post.

Selection Criteria	Essential or Desirable	Assessment Method
Qualifications		
1. Professional qualification in a relevant discipline, e.g., CPC Qualification, Waste Management, Business, etc.	Desirable	Application Certification
2. A qualification in Supervisory Management.	Desirable	Application Certification
3. IOSH Managing Safely or equivalent qualification	Desirable	Application Certification
4. A current full driving licence.	Essential	Application Certification
Knowledge, skills, abilities and experience		
5. A commitment to delivering high standards of service and be able to demonstrate an awareness of equality and diversity needs.	Essential	Application Interview
6. Significant experience of working within a waste management role	Essential	Application Interview
7. Proven experience of managing and motivating staff.	Essential	Application Interview
8. Ability to communicate verbally and in writing with a wide variety of people, with the ability to prepare clear and concise reports and procedures.	Essential	Application Interview Test
9. Numeracy skills sufficient to undertake calculations.	Essential	Application Interview Test
10. A thorough knowledge of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and their use within the work environment. Including experience in writing risk assessments.	Essential	Application Interview Test
11. The ability to prioritise a heavy and fluctuating workload and meet deadlines.	Essential	Application Interview
12. Computer literacy, e.g., Microsoft software, email and internet.	Essential	Application Interview Test
Special Requirements		
1. Late evening, early morning, statutory bank holiday and weekend working will be required.		
2. Willingness to participate in the Council's out of hour emergency activities as a named point of contact		

**This post is subject to pre-employment and probationary drug and alcohol testing.
It will then be part of the ongoing random testing regime for safety critical posts.**

Date: July 2026