

**Manchester City Council
Role Profile**

Operations Lead (Grounds Maintenance, Biodiversity, Arbor Services and Play), Grade 12

**Waste, Business Units & Operational Services, Neighbourhoods
Directorate Reports to: Strategic Lead – Parks & Grounds Maintenance**

Job Family: Front Line Delivery

Key Role Descriptors:

The role holder will lead and co-ordinate a service or function ensuring the effective and prioritised deployment of resources to deliver designated areas for the benefit of the local population.

They will lead and drive the design, implementation, development, support and monitoring of policies, procedures frameworks and approaches. In doing so they will support the achievement of strategic and operational objectives through a focus on quality, value for money and innovation whilst providing organisational assurance.

The role holder will work collaboratively with both internal services and external partners in a manner which is focused on organisational objectives and embraces the principle of joint working.

They will ensure the effective and prioritised deployment of resources to provide reliable information and support to managers and decision makers.

Key Role Accountabilities:

Lead the development of strategic responses through provision of specialist advice, insight, support and challenge to support the delivery of organisational priorities, and to ensure the Council is able to meet its legal obligations

Ensure the development, maintenance and monitoring of effective systems and information to support the delivery of key objectives.

Represent the service/organisation in meetings, working groups and other forums, providing an input that proactively drives delivery of priorities.

Play a lead role in the analysis and review of services provided, and in monitoring and implementing changes within the service to improve the overall performance, and meet the diverse and changing needs of stakeholders

A strong and clear advocate for the organisation's *m people* approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of 'joined up' communication and to ensure efficiencies are achieved.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.



Role Portfolio:

The Neighbourhoods Service

The Neighbourhoods Service is an integrated model for the delivery of neighbourhood services that combines Citywide Services providing strategic direction and operational management of services together with very specialist technical support, and 3 Neighbourhood based teams where the services are delivered.

The purpose of the Neighbourhoods Service model is to effectively realise Manchester's vision and outcomes for neighbourhoods that are key to the delivery of the new Manchester Strategy. The vision is for clean, safe and green neighbourhoods where people choose to live, with access to employment opportunities and a high quality sport, leisure and cultural offer. Neighbourhoods should be places where communities are engaged and have an increased sense of pride with positive perceptions of the area, and social and volunteering opportunities. The purpose of the Neighbourhoods Service is described below.

Creating jobs & growth

Promote **economic growth** and **investment** in the city to increase employment

Support the continuing growth of the **city centre** as a major economic drive

Enhance the reputation of the city by growing its retail provision and providing a **diverse cultural and leisure offer**

Connect residents, neighbourhoods and businesses through new and enhanced **infrastructure**

Places where people want to live

Create places that are **clean, green, safe** and **inclusive** with quality housing of different tenures

Good social, economic, cultural and environmental infrastructure with sustainable and resilient **active residents** and communities

Support thriving **district centres**

Increase recycling rates and reduce carbon emissions

Access to jobs for Manchester people

Maximise opportunities created by the **GM Devolution** agreement and city's capital programmes

Reduce worklessness by helping Manchester people into work and acquiring the skills they need for the jobs being created in the city

Create **positive pathways** into work for young people

Continue to embed the work and skills agenda in **Public Sector Reform** delivery models



Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

Planning and Organising: Business planning skills with ability to manage change and make long-term plans which impacts on the whole service or the wider Council.

Problem Solving and Decision Making: Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.

Strategic Thinking: Ability to identify patterns, trends and long term possibilities; can create and shape a vision of the future that fits in with the Council's long term objectives and is able to articulate strategy to a wider audience. Thinks and acts cross-functionally and cross-organisationally, beyond one's own professional areas of specialism, perceiving the wider picture and the implications of short-term decisions for the achievement of long-term strategic goals. Demonstrates a high level of political awareness and links strategies for continuous improvement with the drive to achieve national, corporate and departmental standards and goals.

Commissioning Skills: Ability to advise and develop local partner commissioning capabilities where there will be a direct impact on joint commissioning goals.

Policy Skills: Leads in the development of innovative evidence-based policy options, ensuring that they acknowledge the political context with full analysis of how options would work in a practical sense.

Financial Management: Excellent financial planning skills to develop short-, medium- and long-term financial plans with an ability to budget proactively with large, high-risk or volatile elements being identified and cross-referenced to operational activity.

People Management: The ability to manage a complex range of service areas within a large and significant department and multiple priorities with confidence. Key to success includes being able to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various strategies and plans over the long term concurrently with an ability to maintain sound judgement under competing priorities and pressure.

Technical requirements (Role Specific)

Understanding ground and tree maintenance issues at a national, regional and local level and demonstrating experience in applying this knowledge to deliver at a local level.