

**Manchester City Council
Role Profile**

**Operations Lead (Technical Team), Grade 10
Operational Delivery Service, Neighbourhoods Directorate
Reports to: Service Manager
Job Family: Front Line Delivery**

Key Role Descriptors

The role holder will provide effective management and coordination of a multi-disciplinary team within a designated area who are responsible for delivering high quality services on a front line basis that respond to and pre-empt the needs of local communities.

The role holder will work closely with key stakeholders to develop effective partnerships, linkages and greater coordinated neighbourhood working with other Council services and key agencies to ensure that teams contribute to the development and delivery of area based priorities.

The role holder will work closely with other managers, services and key partners, to ensure effective integrated working within and across neighbourhood based teams.

Key Role Accountabilities:

Manage and coordinate a multi disciplinary team, ensuring that employees and resources are deployed effectively and that the team is focused on the achievement of agreed neighbourhood services objectives.

Motivate and develop team members through effective performance management against key performance indicators, including the training and development of all staff.

Recognise the wide range of specialist knowledge in the team and develop and implement effective knowledge transfer plans.

Work effectively with service managers and teams to develop linkages with and participate in activities that involve the local community in decision making to shape locality and neighbourhood based service delivery.

Work closely with key stakeholders to gather data intelligence in order to identify the localities needs and priorities, developing sustainable, customer focused service and implementation plans.

Ensure that the team effectively engages with residents and the local communities they serve in order to deliver programmes appropriate to their locality and neighbourhoods within it, making best use of the wide range of resources and skills.

Work closely with other service managers to ensure efficient processes and systems are in place in order to effectively deploy staff resources to meet service delivery needs across the local areas and the city as a whole.

Ensure that appropriate systems are in place and are used effectively to record, retain and enable the sharing of data and that all activities are auditable.

Be accountable for managing and monitoring budgets in accordance with policies, service priorities and financial targets and forecasting resource requirements as appropriate.

Represent the City Council in the designated locality area developing local connections, building trust and confidence with local members, residents, businesses and other stakeholders.

Be proactive in identifying and supporting the implementation of change, modernisation and improvement in support of organisational strategies.

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

Demonstrate 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 the necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If however, a certain task proves to be unachievable, job redesign will be pursued.

Role Portfolio:

Role Portfolio: Public Realm The services within the scope of Public Realm include Highways, Grounds Maintenance, and the management of public realm such as monuments and public squares. The Public Realm Service will explore and develop new delivery arrangements for example delivering Grounds Maintenance with and via partners. Most of the service resource are organised into a Highways Neighbourhood Team and a Grounds Maintenance Neighbourhood Team. These teams are co-located with Neighbourhood Teams across North, Central and South areas and a City Centre section. These teams are supported by two much smaller teams – a Public Realm Client Team and a Public Realm Specialist Support Team

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

General Skills

Communication Skills

Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.

Ability to motivate others through building effective relationships and gaining their full support for achieving outcomes.

Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of services. Ability to harness the full commitment and responsibility of key stakeholders in delivering the vision of excellence for the city.

Analytical Skills

Demonstrates the ability to apply analytical and logical thinking to gathering and analysing information, designing, and testing solutions to problems, and formulating plans.

Provides creative solutions to problems and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches.

Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.

Planning and Organising

Excellent time management skills to ensure work of team/service completed within deadlines and to agreed standards.

Sets clearly defined objectives, plans activities and projects well in advance and takes account of changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines.

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

Ability to turn strategic ideas and objectives into practical, well organised plans.

Ability to manage a complex range of functions and manage multiple priorities with confidence.

Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.

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.

Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches.

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.

Excellent planning skills and ability to link strategy to policy which meets both internal and external requirements.

The ability to translate vision into strategy and strategy into action.

A focus on long- term as well as short-term objectives, ensuring alignment between tactics (who and how) with strategy (what and when).

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.

Evidence of thinking cross-functionally and cross-organisationally, beyond one's own professional areas of specialism is important as is the ability to conceptualise new, collaborative ways of achieving shared goals.

Commissioning Skills

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

Financial Management

Strategic awareness of the financial structure of the Council and the implications of decisions on the delivery of value for money for tax payers.

Ability to represent the organisation externally on key financial issues, incorporating analysis of financial service delivery and political risks to service delivery.

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.

Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.

Gains commitment to and implements the promotion of equality of opportunity and diversity setting clear objectives with understanding of why they are important to the organisation.

Technical Requirements (Role Specific)

Understanding and practical demonstration of how to deliver efficiently and effectively a grounds and open spaces maintenance service.

Technical qualification or experience of tree surveying, maintenance and management.