

## Operations Manager (Tier 4)

<b>Directorate/Group:</b>	<b>Communities/ Waste &amp; Environment</b>
<b>Accountable to:</b>	<b>Lead Commissioner – Green Spaces</b>
<b>Accountable for:</b>	<b>7 FTE, 7 individuals</b>
<b>Politically restricted post</b>	<b>No</b>
<b>Commissioning team:</b>	<b>Green Spaces</b>
<b>Grade</b>	<b>N</b>

### Context

You will play an active role as part of our Country Parks management team working to deliver our Council outcomes from these key natural capital assets.

You will support the Lead Commissioner to lead the Country Parks service, with a particular focus on the operational elements. You will lead and motivate a team focusing on the day-to-day operations of our five parks and three greenways, supporting Senior Rangers to manage their staff as well as three Specialist Rangers covering our key habitats.

You will lead on health and safety to ensure visitors and staff are safe at all times. You will also oversee the management of the sites themselves to make sure they are fit for purpose and deliver great customer experiences. You will ensure your delivery team work cohesively with the strategic and commercial team to get the most out of our green spaces.

### Specific role assignment

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"> <li>• Leadership of the main operational team at the Country Parks, to include staff development and training; rotas and seasonal recruitment/appointments; and management of HR issues. This includes supporting the Senior Rangers to manage their own teams and ensuring staff deployments across our eight sites remain proportional to demand and complexity.</li> <li>• Oversight of health &amp; safety for all Parks and Greenways, and ensuring staff are trained and equipped in this regard.</li> <li>• Coordinating the habitat-focused work of the Specialist Rangers with the Senior Rangers.</li> <li>• Managing the maintenance and development of the Parks and Greenways estate within revenue and capital budgets to maximise and sustain their service potential.</li> <li>• Working closely with the Strategic and Commercial Manager to coordinate cross-cutting activities such as major events,</li> </ul>
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	volunteer activities and capital investments, and to advise on corporate reporting requirements such as budget monitoring.
<b>Key business measures</b>	<ul style="list-style-type: none"> <li>• Accident and safety records</li> <li>• Staff training and development</li> <li>• Operational measures relating to availability of Parks services</li> </ul>
<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• Three years' operational experience in Country Parks or similar services.</li> <li>• Experience in managing large shift-based teams at the forefront of public service provision</li> <li>• Knowledge of green space management</li> <li>• Understanding of how public health and education outcomes can be delivered through natural capital assets</li> <li>• Understanding of how good monitoring frameworks and practices create effective quality and performance management</li> </ul>
<b>Specific qualifications/and registration</b>	Degree or equivalent in countryside management or other relevant qualification, or significant operational experience as stated above
<b>Budget responsibility</b>	None
<b>FTE responsibility (line management)</b>	7 FTE, 7 individuals
<b>Key stakeholder relationships</b>	<ul style="list-style-type: none"> <li>• Commissioning and Delivery colleagues, and any other internal stakeholder as required.</li> <li>• External partners including policymakers such as regional and sub-regional public bodies, and commercial partners, funders and supporters.</li> <li>• Customer and user groups.</li> </ul>

### Generic capabilities of the role

Generic Capability	Descriptor
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Strategic thinking & planning	<ul style="list-style-type: none"> <li>• Identification of business requirements against demand for the service(s)</li> <li>• Formulating short term (1 year) strategies and plans to meet demand for the service(s)</li> <li>• Use of insight, best practice and research to inform commissioning intentions and key business measures</li> </ul>
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- Contribute to the commissioning intentions, key business managers and plans based on demand for the short term (1 year)
- Develop the 1 year delivery plan in conjunction with the delivery teams
- Contribute to the development of policies
- Ensure that insight, best practices, market research and trends are considered in the commissioning intentions.

Generic Capability	Descriptor
Innovation & change	<ul style="list-style-type: none"> <li>• Focus on new ideas, improvement and innovation</li> <li>• Problem solver</li> </ul>

- Undertake periodic review(s) of commissioning intentions, outcomes and key business measures to identify areas of improvement
- Support the development of options appraisals to assess the most suitable means of delivering the commissioning intentions
- Ensure the right provider is commissioned to achieve our objectives through a mixed economy of internal and external suppliers.
- Work in collaboration with the Operational Managers and Commissioning Support Unit, to put in place frameworks to monitor and manage quality performance of commissioned services.

Generic Capability	Descriptor
Finance & commercial	<ul style="list-style-type: none"> <li>• Effective budget setting and monitoring</li> <li>• Contract negotiation and commercial partnership management</li> <li>• Quality monitoring and measurement</li> <li>• Oversight of contract set up, establishment and ongoing monitoring</li> </ul>

- Manage budgets in line with commissioning outcomes, including commercial and trading targets
- Take action where the performance of providers is unsatisfactory
- Ensure compliance to the specific statutory, compliance, contract, practice and performance frameworks
- Support the Delivery Manager in contract set up, establishment and management
- Manage the decommissioning of contracts where applicable

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Generic Capability	Descriptor
Influence & relationship management	<ul style="list-style-type: none"> <li>Relationship development and management</li> <li>Influence and shapes the market</li> <li>Collaborative working</li> </ul>

- Support the development of key partnerships
- Support the shaping and influencing the market
- Support the co-production of commissioning strategies and intentions with key stakeholder groups
- Support any required consultation activities

### Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"> <li>Workforce development</li> <li>Workforce planning</li> </ul>

- Recruit and ensure effective on-boarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"> <li>Monitors the service performance framework</li> <li>Ensure best use of resources</li> <li>Ensure effective service design</li> <li>Oversight of budget</li> </ul>

- Plan, task, deploy and co-ordinate resources to meet changing commissioning needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
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<p>Organisational leadership &amp; resilience</p>	<ul style="list-style-type: none"> <li>• Deals with performance issues</li> <li>• Maintains business continuity</li> <li>• Role model of how we work principles</li> </ul>
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- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

#### Our Values – The Warwickshire DNA



#### Our Behaviours



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