



Job description			
Job title	Senior Operations Manager - Neighbourhoods		
Grade	Q		
Directorate	Place		
Service/team	Neighbourhood Services		
Accountable to	Head of Waste and Streetscene Services		
Responsible for	Recycling Manager (x4), Area Operations Manager (x3)		
JE Reference	A5494	Date Reviewed	30 April 2025

Purpose of the Job

The Operations Manager will be responsible for:

- the management, development and implementation of service operations. Including assistance in delivery of policies, strategies and projects to deliver high quality, cost effective environmental services (waste, grounds/green spaces, street cleansing).
- the management of the day to day operation of front line service provision, monitoring performance and providing guidance, direction and support to the operational management team and staff.
- communicating and planning environmental services, keeping our streets clean, maintaining our parks, green spaces and cemeteries to ensure neighbourhoods within the borough are clean, safe, sustainable, aesthetically pleasing and making people feel pride in the areas they live.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Management of operational workforce to provide an efficient and effective service to customers, maintaining high levels of discipline, moral and work standards.



- Management of staff attendance in accordance with the Corporate Attendance Management Policy and Procedures in order to improve staff attendance and cost efficiencies.
- Responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed throughout the team. Making sure that health and safety responsibilities are properly passed on, understood and carried out by employees within their service area, keeping accurate and up to date training records.
- To ensure effective liaison and foster good working relationships with all current and potential internal and external service providers/users i.e. contact centre/public/elected members, user groups, voluntary sector etc.
- Managing effective communication to staff, ensuring positive and pro-active communication in order to provide clear direction and steer. Providing briefings, memos, tool box talks, reports, job instruction, training and development etc.
- Responsible for ensuring resources are effectively deployed to ensure value for money and cost effective service delivery including: use and maintenance of fleet, plant and equipment / materials / deployment of human resources, personal protective equipment management, maintenance and issue within a delegated budget
- To be aware of all relevant waste and environmental legislation and to aid in the enforcement of this legislation when necessary. The post holder will proactively monitor and apply relevant statutory requirements, legislation, policy and industry best practice to ensure fully compliant and fit for purpose services that are able to deliver the Council's priorities and key strategic outcomes.
- Undertake the recruitment, induction and deployment of operational staff, both agency and permanent.
- To ensure work is carried out in accordance with the Quality Assurance procedures and that procedures are amended as appropriate, and that all records are kept up to date at all times.
- To participate in grievance, sickness and disciplinary matters as required, including investigating, reporting and carrying out interviews.
- Represent the Council at various meetings and groups including preparing and presenting reports as required.
- To work in conjunction with the Head of Waste and Streetscene Services to establish key service priorities, service standards, key business processes and operational plans which support efficient service delivery,



effective management of performance and achievement of identified targets. The post holder will also support the development, implementation and review of service plans and will be responsible for establishing and monitoring performance against a range of performance targets, industry benchmarks and Quality Management System standards (e.g. ISO 9001, ASPE).

- To ensure that services are delivered in accordance with agreed specifications and service standards through a regular programme of inspections.
- To regularly and positively communicate with staff and trade unions regarding service plan priorities, service changes, systems of work and terms and conditions of employment. The post holder will also support the Head of Service, as required, in negotiations and consultation exercises with staff and trade unions so as to ensure continuity of service and positive industrial relations between employees, their trade union representatives and the Council as the employer.
- To manage and develop route optimisation and maintenance scheduling systems for monitoring compliance, output, performance in order to improve service quality, productivity and efficiency.
- To ensure that all service requests, customer enquiries and programmed work is dealt with efficiently, effectively, politely and in accordance with Council policies and published service standards.
- To promote a positive image of Knowsley and represent the Council at a local level, attending and presenting at such meetings and working groups as may be required

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities



Health and Safety

- To ensure full compliance with the Health and Safety at Work Act 1974 and to adhere to the Council's Health and Safety Policy in the workplace and on site.
- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.
- To be responsible for identifying service specific health and safety risks; developing and implementing safe systems of work and undertaking COSHH assessments. The post holder will also ensure that all operational staff are suitably trained/qualified to perform their duties in a safe and effective manner and that all contractors providing services on behalf of the Service are fully compliant with prevailing health and safety legislation and are able to demonstrate their competence in the operation of plant and equipment.
- To ensure accidents, incidents and violent incidents (including near misses) are reported, recorded to assist in ensuring effective controls are implemented to minimise or eliminate risk.
- Manage relevant procedures to avoid health and safety risks, and consult their line manager on any areas of concern. Including operating in accordance with reversing assistant procedures, manual handling, depot safety rules and procedures; site safety rules (including third party) and procedures, route risk assessments.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.



- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.