



Sudbury Town Council Job Description and Person Specification

Post: Operations Manager

Reports to: Town Clerk

Responsible for: Operations Team

Salary: STC Grade 8 (SCP 30) starting at: £38,223 per annum

Type: Full time / permanent (following successful probationary period).

Hours: 37 hours per week

Based at: Sudbury Town Council Offices, Town Hall, Old Market Place, CO10 1TL

Job Purpose

To support the Town Clerk in the effective delivery of Sudbury Town Council management and services.

To work as part of the senior management team to ensure that the Town Council meets its aims, objectives and purposes.

To act as the Council's lead on the delivery of external services and facilities management.

Main Responsibilities

To manage the routine external services of the Town Council on behalf of the Town Clerk (as per the role specific responsibilities below).

To take responsibility for the facilities management of the town council's buildings and offices including supervising the cleaning staff, maintenance contractors, identifying faults and obtaining estimates for repairs.

To proactively identify potential problems and propose courses of action to avoid the issues and minimise the chances of them reoccurring.

To take responsibility for current and future operational and budgetary planning for each area of the town council's external services and facilities management.

To take responsibility for ensuring all relevant statutory, regulatory and legal compliance for the town council's external services and facilities management (including, but not limited to, health and safety, environmental, road closures).



Other Duties and Tasks

This role requires a physical presence in the council's office in Sudbury Town Hall every week, normally worked Monday to Fridays. Occasional work will be required to attend evening meetings or weekend events. Working from home is not an option for this role.

To cover the duties of the other members of the senior management team (initially the Business Manager and the Administrative Manager) when they are absent for any reason (leave, sickness, etc or as necessary). This will require suitable experience and qualifications covered in the person specification.

To work closely with the Town Clerk and other managers to ensure that the organisation operates effectively across all services and make recommendations for improvements in business practices.

Any other duties commensurate with the role and grade at the direction of the Town Clerk.

Staff Managed - Direct Reports;

Community wardens
Operations staff
Apprentice wardens
Street warden
Caretaker/doorkeeper
Cleaner

Indirect responsibilities

Other staff in the absence of the Town Clerk/ Administration Manager/Business Manager.

Role Specific Duties and Responsibilities

Corporate responsibilities at the direction of the Town Clerk include planning and delivery of the following within the town or local area;

- Grounds maintenance
- Building maintenance
- Supervising the practical aspects of burials and interment of ashes, in liaison with the business manager
- Setting up and safe operation of markets, in liaison with the business manager.
- Maintaining public areas to a high standard.
- Community projects



- Environmental projects
- Operational planning for and setting up special events (including Christmas decorations)
- Delivering practical health and safety

Leading the external services team so that all their activities portray a positive image of Sudbury Town Council and its partners. As manager you must ensure that all external services staff display a positive, friendly and helpful attitude when engaging with the public. This requires all the staff to be clean and smartly dressed in their uniforms and to use the appropriate personal protective equipment (PPE) supplied by Sudbury Town Council.

Ensuring that all cemeteries are maintained in good order and that there is an annual plan for routine maintenance works.

Ensuring that the grave digger is given accurate instructions on when and where to dig graves and that available space is used as efficiently as possible.

Ensuring that all burials and interments of cremated remains are carried out in accordance with the guidance provided by the Institute of Cemetery and Crematorium Management (ICCM) and that a suitable trained member of the Town Council staff attends to officiate.

Ensuring that suitably trained and qualified staff are scheduled to set-up and operate every market run by the Town Council.

Leading on the security of the Town Hall and all other council premises. This will include ensuring that locks, alarms and CCTV systems are appropriate and operated effectively. That all keys and security codes are changed when necessary and protected from misuse.

Leading on all health and safety procedures for the Town Hall, all other council premises and vehicles. This will include writing the risk assessments and regular testing of all systems (fire alarm, panic alarm, safety lights, etc) and recording the checks in appropriate logbooks for inspection during audits.

To ensure that the Town Hall and all other council premises are regularly checked for signs of deterioration or damage and lists of suitable contractors for repairs are maintained. When any repairs are necessary a costed proposal with recommendations is to be submitted to the Town Clerk.

To develop a routine maintenance plan and arrange for contractors to visit to conduct the necessary work.



To liaise with contractors entering and working on Town Council premises to ensure that they are compliant with all health and safety legislation.

To manage the working schedule for community wardens, operations staff, street wardens, cleaners and caretakers to ensure maximum value for the hours committed. This will require regular personal checks to ensure that all tasks are completed as efficiently as possible.

To prepare a weekly task rota for all your staff and ensure that they all understand fully what is expected of them.

To ensure all your staff receive appropriate and adequate training for each role they are allocated and that they are equipped with and understand importance of relevant PPE.

To manage the budgets allocated to you for external services and facilities management. These currently include the Town Hall, cemetery, community wardens, street wardens, allotments, open spaces and closed churchyards, war memorials, Christmas lights, highways and footpaths, but this list may be varied as required by the Town Clerk.

To supervise the delivery of any external services to other towns and parishes in the Sudbury area through service level agreements (SLA). These SLAs must be signed by the Town Clerk before any service is promised or delivered. Any services must generate a profit for Sudbury Town Council. If required, draft SLAs for other towns and parishes for approval by the Town Clerk.

To liaise with other partner agencies such as Babergh District Council, Suffolk County Council, Suffolk Constabulary to maintain good relationships and partnership working, whilst also ensuring that Sudbury Town Council receives adequate remuneration for tasks undertaken in cooperation or on behalf of others.

To manage the Community Safety Accreditation Scheme (CSAS) and any other similar schemes for Sudbury Town Council staff in conjunction with Suffolk Police to ensure that staff are trained and currently accredited.

To manage the human resources (HR) of your team, including keeping accurate records of their weekly or monthly time sheets, annual leave, sickness and time off in-lieu. To ensure that any overtime for your staff is approved in advance by the Town Clerk and submitted to the Administrative Manager for the payroll.

To manage the time in lieu and leave forecast for all your team to ensure that they all have the opportunity to achieve a sensible work-life balance and to take their full leave entitlement without detrimental impact on the work of the Council.



To carry out the full appraisal process for every member of your team including setting SMART objectives, quarterly reviews and an annual written appraisal.

To manage the training and development of your team, including contributing to an annual review for the requirements by the Town Clerk.

To ensure that all equipment in your areas of responsibility is stored safely, kept in good working order and available for use when required.

To ensure Council vehicles are road worthy and report any accidents or repairs necessary.

To maintain records and receipts for fuel purchases.

To be conversant with legislative changes that affect facilities management or the external work of the Council and, together with the Town Clerk, to develop and implement new measures and procedures as required.

To provide written reports, including an investment appraisal of possible options, for changes in services for discussion by committees or the council.

To lead on the promotion of Health and Safety issues for all external services and facilities management, including identifying and correcting any items of equipment or work practices that may be unsafe. To be responsible for contributing to regular reviews the Council's policies on Health and Safety.

To attend, on occasions that require your direct input, meetings of the Council, its Committees, Sub-Committees and working groups to provide detailed advice or reports on your areas of responsibility.

To participate in planning for emergencies to maintain business continuity. It is expected that when requested to do so the jobholder will temporarily, but immediately, cease their normal role to support the emergency planning or response activity. This may involve being called to respond outside normal working hours.



Person Specification for the Operations Manager

Factor and Details	Essential or Desirable	Evidence
Knowledge and Skills		
High standard of oral and written communication skills including persuasion, negotiation and advocacy.	Essential	Application letter and interview.
Highly developed interpersonal skills, maintaining good relationships with a wide variety of different groups and interests.	Essential	Application letter and interview.
Ability to work as part of a senior management team and to motivate colleagues.	Essential	Application letter and interview.
Ability to manage priorities and meet demanding deadlines.	Essential	Test exercise during interview process
Collaborative and collegiate approach to problem solving.	Essential	Application letter and interview.
Effective management of financial and staffing resources.	Essential	Application letter and interview.
Excellent IT skills including the use of Microsoft Office 365 and associated packages.	Essential	Test exercise during interview process
A detailed understanding of the business activities of Sudbury Town Council. (Essential within 2 years of starting)	Desirable	Application letter and interview.
Understanding of the governance and regulatory framework as it applies to facilities management and external services. (Essential within 2 years of starting)	Desirable	Application letter and interview.
Experience		
Proven ability to deliver external services within demanding financial and time constraints.	Essential	Application letter and interview.
Proven ability to lead and manage staff including performance management.	Essential	Application letter and interview.
Experience of supporting internal/external stakeholders and partnership working.	Essential	Application letter and interview.
A successful record of business management, project and programme management and delivering programmes, performance targets/outcomes and financial targets, to time and budget.	Essential	Application letter and interview.
Experience of working within a politically led context.	Desirable	Application letter and interview.



Experience of working in a public sector organisation.	Desirable	Application letter and interview.
Qualifications		
Two A levels at grade A to C or equivalent. Maths and English GCSE at A to C grade (grade 9 to 4) or equivalent.	Essential	Certificates and documents.
Evidence of continuous professional development throughout your career	Essential	Application letter and interview.
A degree (or equivalent) or other relevant professional qualification.	Desirable	Certificates and documents.
Management qualifications at ILM5 or above. (Essential within 2 years of starting)	Desirable	Certificates and documents.
PRINCE 2 or similar project management. (Essential within 2 years of starting)	Desirable	Certificates and documents.
IOSH Managing Safely (Essential within 1 year of starting)	Desirable	Certificates and documents.
NEBOSH National General Certificate in Occupational Health and Safety. (Essential within 5 years of starting)	Desirable	Certificates and documents.
CiLCA Certificate in Local Council Administration, to cover for the other managers or Town Clerk. (Essential within 2 years of starting)	Desirable	Certificates and documents.
Maintain an enhanced level DBS Check	Desirable	Certificates and documents.
Personal Qualities		
Highly principled and with personal integrity.	Essential	Application letter and interview.
The ability to challenge sensitively and in a timely manner.	Essential	Application letter and interview.
The ability to work under pressure.	Essential	Test exercise during interview process
The ability to protect private or confidentiality information and maintain the confidence of the senior management team.	Essential	Application letter and interview.
Decisive and assertive whilst diplomatic.	Essential	Application letter and interview.
Consultative and innovative.	Essential	Application letter and interview.
Committed to democratic and accountable processes.	Essential	Application letter and interview.
Sound strategic and tactical sense	Essential	Application letter and interview.
Good negotiating skills	Essential	Application letter and interview.