



**North  
Northamptonshire  
Council**

## **North Northamptonshire Council Job Description and Person Specification**

*Note: This job description is subject to change dependent upon consultation responses*

### **Head of Operations**

**Service Area: Assets & Environment**

**Reports to: Assistant Director Assets & Environment**

**Salary scale: Proposed Benchmark to NCC Grade SM1, subject to assimilation to NNC pay and grade structure.**

**Responsible for: Operational Management Team**

### **Purpose of the job**

To be the lead for the council's operational property service, holding responsibility for service delivery and sustainability of the council's corporate estate, including general fund corporate assets and property let to the Childrens Trust.

Supporting the AD and the wider asset team in developing strategies, once adopted to implement these to ensure safe operation, maintenance, compliance and sustainability of the council's corporately owned assets.

The Council is working towards a corporate landlord strategic delivery model, and each of the Heads of Service will be required to support this transition Work in partnership with internal and external stakeholders to drive the change management of organisational change and enable continuous development and improvement to the service.

Lead and manage the operational managers to deliver corporate property health and safety compliance, repairs and maintenance, contract management, facilities management, providing support with training, development, prioritising and budget management. Assist with the development of assets policies and processes that support operational service delivery. to will ensure the service is efficient and effective, that the service provision demonstrates value for money and to ensure the best outcomes for the Employees, Members, Partners and Service Users at all times.

### **Principal responsibilities**

1. To Lead and manage the councils operational service, incorporating both in-house teams and outsourced services provided across North Northamptonshire.
2. To support with the development and implementation of a corporate landlord model for the service area establishing a clear framework of corporate and service user responsibilities.
3. Be responsible for effective H&S reporting to various Boards, ensuring through the manager, that an effective compliance monitoring system is maintained, works identified, prioritised with a programme of works develop. Assist with the development of compliance policies and procedures.
4. Represent operations in meetings with Childrens Trust, supporting the service level agreement, monitoring operations and going through the change process for changes to delivery.
5. To support the Assistant Director and other Heads of Service in the development and implementation of the council's Asset Strategy and Asset Management Plan.
6. To support the managers development of a minor works programme for capital projects, and assist with identifying capital works, carbon reduction initiatives. Form part of project review group for prioritising assets of focus and assisting identifying surplus undertutilised assets to pass to the Head of Asset Management service.
7. To represent the council's operational interests with external stakeholders, including partners and, contractors.
8. To support the Facilities Manager to define the service, to document an FM policy and processes to promote wider understanding of the service specification, process and procedures.
9. To manage own budget and support managers to achieve a balanced budget, identify risks and opportunities as part of the budget management setting process.
10. To be responsible for the management of risk, ensuring that lines of accountability are clear and well understood and systems are in place for monitoring, evaluating, and managing maintenance, compliance, and capital project risks to secure the reputation of the council.
11. Support the AD with the development for service strategies, for operations order to secure cost-effective outcomes for:
  - Contract Management, following procurement procedures.
  - Facilities Management, documenting service specification and levels of service, ensuring an effective process for change management including budget controls. corporate property and CT property H&S compliance.
  - Repairs and Maintenance standards, ensuring a priority plan is produced for works within budgetary constraints and working with the Head of Asset Management to identify sites as surplus and underperforming in relation to works required including energy efficiency.

12. Lead, motivate and develop the line managers and wider team to ensure priorities reflect the Assets & Environment Service Plan.
13. Produce effective and efficient customer reporting tools and documents that demonstrate and promote the value of the operations.
14. To support the delivery of the councils Carbon Reduction Plan, including responsibility for identifying cost effective solutions that reduce consumption and emission of greenhouse gasses and meet the councils net zero targets.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



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## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Degree or equivalent in a relevant discipline e.g. Asset Management, Property Management.</p> <p>Membership of relevant Professional Body/ and or management qualification e.g. RICS, CIOB, IWFM, CMI, ILM</p> <p>Health &amp; Safety Qualifications e.g. NEBOSH, IOSH.</p> <p>Driving Licence</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Experience and Knowledge	<p>Extensive Knowledge and understanding of Facilities Management and/or Capital Projects including working at a senior level.</p> <p>Knowledge and understanding of the dynamics and complexities of public sector and Local Government.</p> <p>Strategic knowledge &amp; understanding of commissioning/running Facilities Management services and/or Capital Projects.</p> <p>Strong contract management and project management skills.</p> <p>Evidence of continual professional development</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Attributes	Essential criteria	Desirable criteria
	<p>Knowledge and experience of how to effect cultural and behavioural change, developing high performing teams.</p> <p>Excellent business and service planning knowledge and experience</p>	Essential
Ability and Skills	<p>Excellent leadership, negotiation and influencing skills, including change management and significant service delivery improvement.</p> <p>Recognition of the political environment of Local Government, demonstrating an understanding of how to approach sensitive matters.</p> <p>Excellent time management skills, with the ability to plan and deliver objectives with an agreed timeframe and be flexible in work approaches.</p> <p>Demonstrate excellent communication skills level of written and oral communication and IT user skill.</p> <p>Ability to develop, influence and maintain good working relationships with a wide range of customers, stakeholders and partners.</p> <p>Innovative approach to problem solving and achieving value for money.</p> <p>Excellent performance and financial management skills</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential

Attributes	Essential criteria	Desirable criteria
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	Essential