



Role Profile

SERVICE MANAGER (CORPORATE OPERATIONS & PROJECTS)			
Reference No.	A4692	Type	Individual
Service	Fife Resource Solutions LLP		
Job Family	Service Manager 2	Grade	FC12

Purpose
<p>To undertake the planning, implementation and review of a wide range of waste management, resources and sustainability initiatives and projects in partnership with Fife Council, other local authorities and private sector waste/resource management companies.</p> <p>Lead Fife Resource Solutions (FRS) functions on a day to day basis and support, assist and deputise for the Chief Operating Officer to ensure the effective organisation and delivery of the statutory and non-statutory, technical, professional and operational standards to achieve the requirements of the company.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Leading the development of strategy, policy, practice and delivery of change programmes to secure the company's future, whilst maintaining environmental excellence.</p> <p>Leading and managing effective team functions and provide the company with professional leadership, direction and support to deliver the full range of business functions, as well as relevant strategic and company policy functions.</p>	<p>Educated to SCQF Level 11 (Masters Degree, SVQ Level 5, etc.) in a relevant discipline such as Environment or Waste Management</p> <p>Current chartered membership of a relevant professional body, e.g. CIWM</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

E = Essential Criteria D = Desirable Criteria

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<p>Assisting the Chief Operating Officer in leading and managing the teams, making sure that strategies and priorities are set, service levels, customer satisfaction and operating margins (i.e. gross profit) are continually improved, and work plans deliver to agreed priorities.</p> <p>Deputising for the Chief Operating Officer in their absence and participating as a representative of FRS/Cireco in all matters relevant to the efficient and effective management of the company.</p> <p>Providing professional leadership and support to team, and others through personal and team development, coaching, managing attendance, performance and conduct, project work and fostering knowledge sharing within and across teams in FRS.</p> <p>Preparing strategic business plan for the business units that delivers the company's strategic priorities in the most efficient and effective way, including monitoring of their delivery.</p> <p>Monitoring and reviewing management systems, employee and contractor performance, including responsibility for managing employee absence, employee development, and disciplinaries up to dismissal, all in accordance with Fife Council Policies and Procedures.</p> <p>Ensuring that effective management systems and practices are in place to deal with risks sensibly, responsibly and proportionately by ensuring adequate resources are available, obtaining competent advice, and risk assessments are carried out with employees being involved in health and safety decisions.</p> <p>Managing change with Service Managers, employees and external partners as required, minimising disruption to service delivery in areas</p>	<p>Significant experience of programme and project management and of translating strategy into deliverable results</p> <p>Extensive experience of managing a large multi-skilled workforce, including management of change, organisational development, supporting staff development and contribution management</p> <p>Experience of managing conflicting demands from a frontline and strategic context</p> <p>Ability to develop and execute service action plans to ensure ongoing capacity and capability to deliver team outcomes and support business needs</p> <p>Ability to think strategically with experience of translating strategy into deliverable plans</p> <p>Organisational skills</p> <p>Team working skills</p> <p>Team building skills</p> <p>Knowledge of Fife Council's Managing Change, Attendance Management, Disciplinary and Recruitment policy and procedures</p> <p>Communications skills</p> <p>Conflict handling skills</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>✓</p> <p></p> <p></p> <p></p> <p></p>

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<p>and minimise risk. Reporting on a regular basis to different strategic/management groups as required.</p> <p>Setting a positive example in relation to behaviour, ensuring that employees, customers, contractors and others are treated with respect and empathy.</p> <p>Developing and maintaining good employee relations in partnership with employees and relevant Trade Unions through informal and formal processes of communication, consultation and involvement.</p> <p>Planning, designing and implementing complex partnership level programmes proactively monitoring their progress, resolving issues and initiating appropriate corrective action to meet the needs of stakeholders.</p>	<p>High standard of personal and professional integrity</p> <p>Ability to provide a regular and effective service</p> <p>Knowledge of the waste and resource management industry, particularly the commodities market</p> <p>Experience of managing significant programmes and/or projects in a large organisation, ideally in the public sector</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Leading and managing teams with responsibility for the strategic management, direction and improvement of a programme within and across all functions. Managing and reducing operational/strategic risks.</p> <p>Leading the development of programme strategy to ensure the delivery of Fife Council, third party partnerships and FRS level priorities. Ensuring they are implemented effectively and consistently and in accordance with appropriate legal, environmental, policy and statutory guidance.</p> <p>Ensuring compliance with statutory, regulatory and company governance requirements, reporting to the Board as part of FRS' governance framework.</p>	<p>Experience of developing and maintaining effective relationships with local authorities, partnerships, private waste/resource management companies and other relevant organisations</p> <p>Leadership skills; interpreting, shaping, aligning and inspiring people to achieve results</p> <p>Political acumen, strategy, policy and practice development within a political context</p> <p>Experience of collaborative working with partners in both public and private sector</p> <p>Able to represent FRS responsibilities at Board, Council and stakeholder level</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	

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	Knowledge and awareness of relevant regulation, legislation and statutory requirements Problem solving skills	✓ ✓	
Developing and implementing robust strategy, policy and procedures in relevant programme, functional and policy areas.	Analytical skills Experience of policy development, implementation and evaluation Experience of driving change in designated areas	✓ ✓ ✓	
Leading on setting up a business resilience programme that covers all company functions, thereby ensuring business continuity. Ensuring that there is a clear succession path within the company for each team. This will include the implementation of a pathway programme to ensure that we have apprenticeships and learning strategies in place to ensure key personnel are replaced timeously when they leave the organisation. Post set-up, managing third party contributions to the pathway programme including, for example, local education providers, national awarding bodies, training funding bodies, etc.	Experience of developing and managing active business continuity planning for large scale operational functions Experience of collaborative working with educational establishments, consultancy firms and waste industry organisations Qualifications and experience in the delivery and assessment of training, such as SQA A1 or NPORS Trainer qualifications Qualifications and experience in the verification of vocational learning such as internal and/or external verification qualifications Experience and detailed knowledge of qualification development and approval processes with practical experience to support the development of the pathway programme	✓ ✓ ✓ ✓ ✓	

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	<p>Knowledge of project management processes such as PRINCE 2 or similar and experience of managing projects within a project management framework</p> <p>Excellent presentation skills when working with groups covering vary levels of understanding and technical knowledge as well as different age groups and backgrounds</p> <p>IT skills</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Ensuring compliance with statutory, regulatory and governance requirements in a heavily regulated sector, with particular focus on the management of health and safety and protection of the environment.</p> <p>Demonstrating strong effective leadership of health and safety within the company that is based around planning, monitoring, and reviewing health and safety management, especially as the waste industry's record proves to be of concern and rivals that of the construction and agriculture industries in terms of accidents and fatalities. Corporate manslaughter for the individual and/or the company is a genuine risk.</p> <p>Ensuring that the health and safety policy is an integral part of the business unit's culture and that the policy remains a 'live' document able to respond to health and safety issues and that this is communicated to all employees.</p> <p>Ensuring that effective management systems and practices are in place to deal with risks sensibly, responsibly and proportionately by ensuring adequate resources are available, obtaining competent advice, and risk assessments are carried out with employees being involved in health and safety decisions.</p>	<p>Comprehensive knowledge and awareness of relevant legislation and other statutory requirements, with particular focus on health and safety and environmental protection legislation, guidance and approved codes of practice</p> <p>Specific operational knowledge of HASAW Act, etc. 1974 and Management of Health and Safety at Work Regulations 1999, including, Confined Spaces Regulations, Personal Protective Equipment at Work Regulations, Provision and Use of Work Equipment Regulations, Workplace (Health, Safety and Welfare) Regulations and Manual Handling Operations Regulations as amended</p> <p>Significant experience in the development and delivery of policies, procedures and processes in relation to Occupational Health and Safety and environmental protection and compliance</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

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<p>Identifying and analysing the impact of developments in legislation, codes of practice and industry best practice in relation to health and safety at work and environmental protection and initiating the development of new or amended FRS strategies, policies, procedures, training programmes and actions as necessary.</p> <p>Advising, and persuading the Chief Operating Officer and Service Managers of the need to take actions in relation to health and safety and environmental protection in the best interests of the organisation and its employees.</p> <p>Liaising with external regulatory agencies including the Health and Safety Executive, Revenue Scotland and the Scottish Environment Protection Agency to promote FRS, sharing best practice and ensuring compliance with relevant legislation.</p>	<p>Significant knowledge of health and safety and environmental protection issues</p> <p>National Examination Board in Occupational Safety and Health (NEBOSH) General Certificate</p> <p>Delegation skills</p>	<p>✓</p>	<p>✓</p>
<p>Preparing and managing significant budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Fife Council/FRS' financial regulations. Operation of large capital programme budgets, monitoring expenditure and costs against delivered and realised benefits as programmes progress.</p>	<p>Financial management skills</p> <p>Report writing skills</p>	<p>✓</p> <p>✓</p>	
<p>Contributing to and representing FRS on relevant national, public and private sector bodies to develop and share policy and standards, e.g. CIWM, Scottish Environmental Services Association (SESA), SEPA, Scottish Government.</p>	<p>Experience of actively working in the national arena and sharing best practice with other organisations</p> <p>Presentation skills</p>	<p>✓</p> <p>✓</p>	
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>