

OPERATIONAL DEVELOPMENT MANAGER			
Reference No.	A4881	Type	Generic
Service	Environment & Building Services, Commercial		
Job Family	Team Manager 2	Grade	FC9

Purpose
<p>To lead and develop strategic technical planning and development of the Environmental & Building Services Operational Support Team, creating and controlling policies, practices, procedures, performance and billing across Fife.</p> <p>To be responsible for the technical development and control of management reports. To ensure Building Services Operational Support provide services that meets trading accounts and legislative requirements. Monitoring and reporting on financial elements for the Senior Manager and Service Managers.</p> <p>Manage a team of Facilitators and Officers that ensure operational processes and recording of information is sufficiently robust, delivering best value and transparency within a commercially sensitive environment.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Range %	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Contributing to service-wide policy development to all sections of Environment & Building Services.		Educated to SCQF level 8, which includes HND or SVQ level 4 or equivalent	✓	
Developing policies, processes and procedures that ensure best value for our clients.		Knowledge of construction systems and legislation	✓	

Role Profile

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Developing and taking ownership for information relating to Environmental & Building Services statutory obligations, internal services partnerships agreements and member bench-marking organisations returns.		Experience of benchmarking and quality management systems and processes		✓
Developing policies, practices and procedures within a 'Best Value' framework for Environmental & Building Services across Fife that meet the corporate aims and needs of the Service.		Influencing skills	✓	
Providing the team with direction and support in the application of Building Services/Corporate policies, practices and procedures.		Experience and effective management of corporate procedures		✓
Working with the Service Manager in ensuring the application of team delivery remains at a consistent, high professional level through the application of policies, practices and procedures.		Experience in effective monitoring, auditing and performance measurement	✓	
Assisting in the delivery of construction maintenance, minor and major works to meet customer needs and ensure quality services.		Educated to degree level or SVQ level 5 or equivalent, ILM or similar Diploma in Management		✓
Assisting the Service Manager to ensure that all Environmental & Building Services management facilities are operated within current legislative requirements.		Experience in managing change	✓	
Preparing committee reports, presentations, papers on specific Service issues ensuring proposals align with Council and Service objectives and priorities.		Presentation skills	✓	
Assisting the process of change within Environment & Building Services to deliver continuous improvement and contribute to strategic planning and development of the organisation.		Performance management experience in a Building Services environment or other relevant field	✓	
Developing effective linkages and strong working relationships with key contacts both internal and external to the Council.		Effective communicator	✓	
Developing methods of recognition of achievement and attainment.		Experience of Lean and Six Sigma Process Management		✓

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Assisting the Service Manager in the control and reporting of activities of consultants and contractors.		Evidence of managing complex change effectively		✓
Managing employees effectively by applying appropriate and measured people management skills. Managing a team, maintaining their workload and resource management		Ability to take a team approach and build good relationships	✓	
Developing benchmarking and best practice networks to improve service delivery and report regularly to the Service Manager.		Knowledge of legislative working groups in relation to Building Services, systems replacement, H&S		✓
Assisting the Service Manager with the development of major projects.		Knowledge of income and expenditure recording and interrogation	✓	
Managing and co-ordinating the scheduling of the Service and Commercial section workloads and resources.		Knowledge of Council Objectives, e.g. housing performance		✓
Assisting the Service Manager with employee development and contribution management process. Foster knowledge through sharing within the Team.		Experience in resource management, delivering work requirements and delivering team performance within timebound deadlines.	✓	
Managing staff effectively e.g. team meetings, briefings and informal contact etc.		Supervisory experience.	✓	
Managing and co-ordinating the scheduling of workloads and resources of the supporting service eg Building Services Operational Support within set deadlines.		Delivering positive ideas and recognition that will engender staff motivation		✓
Contributing to and developing forward work plans for the Team.		Evidence of supporting colleagues	✓	
Assisting the Service Manager to deliver trading accounts effectively.		Delivering positive ideas and recognition that will engender staff motivation		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.		Have a sound knowledge of income and expenditure recording and interrogation	✓	
		Knowledge of Quality Management	✓	

Role Profile

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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JOB TITLE (of Specialist tasks)				

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>