

OPERATIONAL DEVELOPMENT CO-ORDINATOR			
Reference No.	JBA1560	Type	Generic
Service	Parks, Streets and Open Spaces		
Job Family	Professional 2	Grade	FC8

Purpose
<p>To lead and develop strategic technical planning and development of the Parks, Street and Open Space Team creating and controlling policies, practices and procedures across Fife to ensure the delivery of a consistent, high quality, cost effective and customer focussed cleaning and maintenance service.</p> <p>To be responsible for the technical development and control of management reports relating to the cleaning of streets and public open space throughout Fife.</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
Support service-wide policy development relating to infrastructure and the initiation, design, implementation and monitoring of new strategies and policies.	Educated to SCQF level 8, which includes HND or SVQ level 4 or equivalent	✓	
Assist in the delivery of street and public open space cleaning to meet customer needs and ensure that Fife is maintained clean and debris free.	Significant performance management experience in a parks or street cleaning environment or other relevant field (Deliver Results - See 'How We Work Matters' Framework)	✓	
Assist the process of change within street cleaning to deliver continuous improvement. Develop policies, processes and procedures to embrace the objectives set by all relevant, legislation and Codes of Practice.	Experience in supporting the management of change.	✓	
Assist the Service Manager as required to ensure that all waste management facilities are operated within current legislative requirements and are developed to minimise their environmental impact.	Extensive knowledge of Waste Management Legislation and Statutory Requirement especially the EPA 1990 Sections II and IV	✓	
Develop policies, processes and procedures to ensure that the material which is cleared away is where possible sent for recycling and composting.			
Assist the Service Manager in the control and reporting of the activities of consultants, contractors and others employed by the Service.			

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Assist the Service Manager in all Parks, Street and Public Open Space cleaning strategic planning and development.	Evidence of managing complex change effectively (Take ownership)		✓
Develop and be responsible for the collection, provision and dissemination of performance information relating to streets and open space statutory obligations.	Experience of benchmarking and quality management systems and processes.		✓
Provide the co-ordinated and joined up development of policies, practices and procedures within a 'Best Value' framework for street and open space cleaning across Fife.	Good influencing skills.	✓	
Provide the team with direction and support in the application of policies, practices and procedures.	Experience and effective management of corporate procedures, e.g., Health & Safety, ERP, Pentana, Procurement, etc.		✓
Work 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 (Focus on customers)		✓
Develop effective linkages and strong working relationships with key contacts both internal and external to the Council to help promote the Service and improve service delivery.	Effective communicator.	✓	
Prepare committee reports, presentations, papers on specific Service issues ensuring proposals align with Council and Service objectives and priorities.	Good presentation skills.	✓	
Develop benchmarking and best practice networks to improve service delivery and report regularly to the Service Manager.	Recent legislative working groups in relation to litter and refuse.		✓
Assist the Service Manager with the development of major projects, ensuring adherence to Council policies, national standards, statutory and legislative procedures and regulations.	Knowledge of Council Objectives, e.g. "Cleaner Safer Streets".		✓
Co-ordinate the scheduling of workload and resources to provide an effective and programmed service ensuring effective utilisation and management of resources.	Lean and Six Sigma Process Management.		✓
Assist the Service Manager in the production of team plans in accordance with the Service Planning process.			
Develop policies, practices and procedures to allow on-going monitoring, control and improvement of service delivery and carry out research and prepare reports in support of the development of the Service.	ILM or similar Diploma in Management		✓
Support employees by applying people management skills e.g. staff motivation, team building and conflict resolution.	Ability to take a team approach and build good relationships (Work together)	✓	

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Develop methods to allow the Service Manager to promote the recognition of achievement and the attainment of qualitative outcomes in service delivery.	Process Management Systems – QMap		✓
Assist the Service Manager with employee development and contribution management process.			
Ensure the Team is up to date with events in the Council or the Service through creating and rolling out regular updates for team briefing sessions, team meetings or informal contact.	Evidence of supporting colleagues		✓
Create reporting and cascade methods to allow the Service Manager to foster knowledge sharing within the Team and on the job coaching to expand team knowledge and capacity.			
Keep the Service Manager appraised of any developments affecting the work of the Team.			
Contribute to and develop, in accordance with direction from the Service Manager, forward work plans for the Team in line with customer, contractor, Service and corporate priorities.			
Ensure that quality standards are identified, monitored and reported to the Service Manager.	Effective communication of poor performance data and efficient resolution practices	✓	
Investigate complaints where required.	Experience of managing difficult political situations		✓
Provide expert support and advice on the management, development and implementation of performance management systems for the collection, provision and dissemination of performance information.	Extensive knowledge of current LEAMS Methodology and Practice	✓	
Develop the collecting and reporting of standards of performance across SPI, KPI and other performance measures relative to the Team.	Extensive knowledge of COPLAR	✓	
Review practices and procedures to promote improvements to service delivery, customer satisfaction and more effective use of resources.			
Develop and contribute to Council mobile working solution to increase Team efficiency and effectiveness.	Knowledge of Total Mobile Solutions (Embrace Technology & Information)		✓
Develop report processes and programmes, e.g., Area Committee Reports, Community Council Reports and Service Management Team Reports.	Politically aware and astute	✓	
Update reports content data and ensure timeous production of reports for presentation by the Service Manager, Team Leaders and Officers.			
Be responsible for the data gathering and creation of award submissions for street and open space maintenance, e.g., APSE, Clean			

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Britain Awards etc on behalf of the Service Manager.			
Be responsible for the development and application of GIS technology to capture Service Statutory Obligations, e.g., Street Cleaning Zones.	Knowledge of Council Geographic Information Systems	✓	
Represent the Service on behalf of the Service Manager at external agencies, e.g., APSE, KSB and other meetings and seminars as directed.			
Arrange programmes and agenda for Team Briefings and Manager's Meetings as directed by the Service Manager.			
Investigate, develop and be responsible for the control of a Team Contribution Management and Succession Management policy, process and procedure in line with Council Corporate Policy.			
Assist the Service Manager in the optimisation of service delivery through the development of process and procedures to monitor the Team budget.	Effective budget management and / or resource management experience	✓	
Assist the Senior Manager in the preparation of budgetary estimates, spending profiles and plans allied to the targeted priorities of the Service.	Knowledge of Council Procurement and Financial Systems		✓
Assist the Service Manager in ensuring appropriate audit, control and collection procedures are developed to monitor and recover income charges and fees.	Lead Auditor Certification		✓
Assist the Service Manager by investigating opportunities to enhance income streams in order to enhance team budgets e.g. through external funding support and partnership approaches to service delivery.			
Assist the Service Manager by investigating possible change opportunities which could lead to a reduction in the cost of service delivery whilst maintaining and potentially improving services.	Evidence of effectively managing change	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**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:

- Skills Framework (if applicable)
- **How** we work matters

### Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results