

JOB DESCRIPTION

Job Designation: **Director of Operations**
Accountable to: **Chief Executive**
Responsible for: **The Operations Group of the Authority**
Grade:

Job Purpose

To support the Chief Executive to ensure that:

- The municipal waste from the Merseyside area is disposed of in a suitable, integrated and sustainable manner.
- Waste is disposed of as far up the waste hierarchy as possible.
- The waste disposal authority acts as an intelligent client in its dealings¹.
- The waste disposal authority develops and influences waste management at a local, regional, national and international level.

To ensure that contracting arrangements are robust and run in line with best practice and the Merseyside Procurement Strategy.

To provide and maintain sites infrastructure and facilities, such that they are effective and fit for the purpose of facilitating Contractors to optimise their performance in line with the Authority's objectives

Principal Accountabilities

1. **Strategic management**

- Support for the Waste Disposal Authority to ensure effective corporate management of the WDA.
- To provide the leadership and direction to ensure that the Operations Group delivers facilities and services through an 'intelligent' client model.
- A focus on the medium and longer term and ensure effective forward planning in relation to procurement, contract management, planning functions and property management.
- Advise and support to all elected members on The Authority, both individually and collectively, in relation to the Operations Group functions.
- Represent The Authority at a Merseyside, regional, national or international level, as required.

¹ An intelligent client is one that provides strategic direction and high level guidance to the contractor. Has good sound data on which to base decisions and performance manages the contract rather than purely monitors it. It works in partnership with the contractor.

An intelligent client organisation is one that has a real partnership focus, with both the contractor and the collection authorities (The Districts), in particular. It enables the progression of the waste strategy, through its facilitation and support of both The Districts and the contractor. It works towards equity for all The Districts. It reduces the risks to successful delivery both for The Districts and the contractor and it scans the horizon and develops long-term strategies for waste management.

- Whilst providing support to the Chief Executive on all the MWDA Principles, to also provide specific leadership and have responsibility for ensuring that the following principles specifically are delivered. These are;
 - effectiveness;
 - waste hierarchy driven;
 - demonstrable continuous improvement;
 - adapting;
 - sufficient and sustainable (including an element of retained contract knowledge);
 - innovative;
 - partnership driven;
 - challenging; and
 - demonstrable leadership.

2. **Partnership working**

- Develop and sustain effective partnerships with The Authority, the Collection Authorities in Merseyside, the Contractor(s), St Helens MBC and others, as appropriate, with particular emphasis on contract arrangements.

3. **Performance management**

- To ensure that sound performance and risk management arrangements are in place to demonstrate the delivery of the Contract(s).
- Together with other members of the senior team, ensure that systems are in place to develop, monitor, manage and evaluate performance, in line with the purpose of being an 'intelligent' client.
- To line manage staff within the Operations Group using appropriate support and advice. Using the people management arrangements of The Authority to do so. These arrangements could will appraisals and personal development plans.
- To ensure that inspections and audits are appropriately facilitated to ensure the efficient and effective review of the relevant service area and that any weaknesses identified by the auditors are addressed and action plans implemented.

4. **Resource management**

- To optimise The Authority's organisational capability to continually deliver efficient, effective and economical services.
- Demonstrate value for money in contract and service delivery.
- Ensure that contract payments and reconciliations are accurate.

5. **Communication**

- To promote and maintain effective communication with The Authority, the Collection Authorities in Merseyside, the Contractor(s), Chief Officers, the public and others, as appropriate.
- Ensure speedy and full responses to service requests, queries and complaints from the public and members.

6. **Culture**

- To ensure that the Values of the Authority are promoted and to act as a role model for them.
- To actively promote equality of opportunity and diversity in the delivery of services and employment practices.

7. **Service delivery**

- To deliver the successful implementation of sites, facilities and services resulting from the main contract procurement for long-term waste management and disposal contracts.
- The co-ordination of contracts to ensure efficient, effective and economical service delivery.
- To ensure the seamless implementation of all new contractual arrangements including continuity of service.

- To ensure that all contracts are in line with
 - The Joint Municipal Waste Management Strategy for Merseyside
 - best procurement practice;
 - reduce unnecessary risk;
 - high quality service delivery; and
 - demonstrates value for money.

- To ensure the successful implementation of the Private Finance Initiative Contract and others, as necessary.
- Provide advice and guidance to the Chief Executive, The Clerk and the members of The Authority on all issues relating to contract implementation and operations.
- To ensure that performance management arrangements are in place such that the Authority has assurance that the Contract(s) performance is being managed successfully.
- To ensure that Planning and Environmental Management advice and guidance is provided to both the Authority and the contractor(s) that generates positive outcomes.
- To pro-actively manage the Authorities interests in sites and facilities, so as to protect and enhance the value of the Authority's assets.
- To corporately provide advice and information on Planning, Environmental Management, Facilities Management and Contract Management, acting as a centre for expertise for the Authority and the Merseyside Authorities, when necessary.
- Lead for the Authority on the strategic direction of property assets and ensure appropriate advice, guidance and support to the Authority and the Contractor(s) on the acquisition, maintenance and disposal of assets.
- To ensure that health and safety policies are implemented within the Group and that all staff are adequately trained in pertinent health and safety procedures.
- Responsible for supporting the Chief Executive in relation to Emergency Planning.

8. Undertake any additional duties commensurate with the grade of the post

Contacts

- The members of The Waste Disposal Authority
- Officers of St Helens MBS
- Members and officers of the Merseyside waste collection authorities
- Officers of regional, national and European government departments
- Environment Agency
- Waste industry
- Retail, commercial and industrial sectors
- Academic institutions
- Media
- Public
- Regulatory bodies

General Statement

The above duties and responsibilities do not include or define all tasks that may be required by the postholder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Health and Safety at Work

The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.

Equal Opportunities

The Waste Disposal Authority is an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. The Authority condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Risk Management

To assist the Chief Executive in embedding effective risk management throughout the Authority and to lead in the management of strategic and operational risks in relation to the (Strategy and Resources / Operations) Group.

Sustainable Procurement

To effectively requisition goods and services in line with the Authority's sustainable procurement policy

SPECIAL CONDITIONS

This post is politically restricted under the Local Government and Housing Act 1989

	Date	Name	Post Title
Prepared	22 nd January 2007	Carl Beer	Director
Reviewed	17 th July 2008	Carl Beer	Director
Reviewed	7 th April 2010	Paula Pocock	Assistant Corporate Services Manager
Reviewed	28 th Sept 2010	Paula Pocock	Assistant Corporate Services Manager
Revised	14 th Sept 2011	Paula Pocock	Assistant Corporate Services Manager