

ROLE PROFILE

Role Profile			
Job Title	Operations Manager		
Section	Estates	Department	Business Support
Reports to (Job Title)	Head of Estates		
Location	Various		

Job Purpose	<p>To lead and manage the maintenance and cleaning teams, working closely with the Head of Estates to ensure the smooth delivery of services to the required standards. The Operations manager will also act as a first point of contact to the Catering Manager ensuring a progressive escalation process.</p>
Key Competencies and Output	<p>The Caretaking and Cleaning Teams form an integral part of our front-line Estates Team.</p> <p>Sets and reviews local improvement initiatives for the Estates Team customers, identifying in house improvements which can be carried out by the maintenance and cleaning teams.</p> <p>Supports the development of internal and customer facing processes and audits to deliver a safe, clean and compliant Estate.</p> <ul style="list-style-type: none"> • Act as the Head of Estates deputy during leave or unexpected. absence periods. • Line management of all maintenance staff • Delivery of cleaning activities conforming to required standards. • Act as first point of contact to the catering manager ensuring a smooth delivery of service • Responsible for the collation and execution of reactive repairs and planned maintenance. • Responsible for ensuring the completion and auditing of daily, weekly, monthly, biannual, and annual compliance monitoring and recording. • Ensuring effective and timely communication to the customer regarding service delivery. • Ensure effective and timely planning of maintenance requirements by working closely with the maintenance Team Leader. • Implementing standardised procedures within all maintenance and cleaning operations including auditing as required. • To assist the Head of Estates with the co-ordination, implementation and recording of H&S management across the trust, including collation of risk assessments and support for training requirements. • Diary management and scheduling for the maintenance and cleaning teams • To assist as necessary with staff reporting 'accidents & incidents' and ensuring these are escalated appropriately. • To maintain the OSHENS accident register, liaising with line managers for accident investigations & uploading investigations to OSHENS • Liaising with Devon County Council on RIDDOR reportable accidents, providing additional information as required.

	<ul style="list-style-type: none"> • Ensuring all bases are aware of OSHENS reporting system, proving advise, forms and training as required • Planning of own workload to ensure appropriate data and information for contract & H&S management to be undertaken. <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed</p>
Experience, Knowledge, Skills and Qualifications	<ul style="list-style-type: none"> • Desirable. Degree (or equivalent) preferably in Building Services or Facilities Management • Experience in a managerial role • Excellent Communication Skills • Excellent Interpersonal Skills • Knowledge & understanding of school estates compliance • H&S Management qualification • Knowledge of H&S legislation • Experience of H&S Management • Evidence of working in an estate's compliancy role • Experience of energy management • A full clean driving license is essential as travel between sites is required • Enhanced DBS (as applicable to Client and Sector Safer Recruitment/Keeping Children Safe in Education legislative requirements)
Corporate Standards	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>