

SOUTH DERBYSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

DIRECTORATE: Environment and Communities

SERVICE: Operational Services

POST TITLE: Operations Manager (Fleet & Waste)

GRADE: PO4

REPORTS TO: Head of Operations

RESPONSIBLE FOR:

- Supervisor (Waste)
- Supervisor (Fleet & Depot)
- Indirect responsibility for c. 100+ frontline staff
- Fleet assets, depots, and associated operational budgets

JOB SUMMARY

1. To implement and maintain improved operational reporting processes to support performance management, compliance and decision-making.
2. To provide **strategic, operational and professional leadership** for the Council's waste collection, fleet and depot services, ensuring safe, compliant, resilient and cost-effective service delivery.
3. To translate **corporate priorities, committee decisions and service plans** into operational delivery, performance frameworks and measurable outcomes across fleet, waste and depot operations.
4. To act as the Council's **lead operational authority** for fleet and waste operations, including statutory compliance, Traffic Commissioner expectations, O-Licence responsibilities and high-risk operational environments.
5. To lead service modernisation, continuous improvement and change programmes, including **fleet replacement, decarbonisation, digital systems and service redesign**.
6. To provide **senior management advice** to the Head of Service and wider corporate colleagues, contributing to medium-term financial planning, risk management and service resilience.

MAIN DUTIES AND RESPONSIBILITIES:

General

1. Provide overall leadership and direction for waste, fleet and depot services, ensuring alignment with Council priorities, statutory duties and approved committee decisions.
2. Lead the development and delivery of service plans, improvement programmes and transformation activity, ensuring services remain financially sustainable and operationally resilient.
3. Act as the Council's senior operational lead for fleet and waste compliance, ensuring adherence to all relevant legislation, codes of practice and regulatory requirements.
4. Provide professional advice and reports to the Head of Service, Corporate Management Team and Members on operational performance, risks, investment needs and service options.
5. Set performance frameworks and KPIs across waste, fleet and depot operations, ensuring robust reporting, assurance and accountability.
6. Hold supervisors to account for delivery, performance, conduct, safety and compliance within their areas of responsibility.
7. Ensure effective business continuity arrangements are in place to manage service disruption, emergencies, adverse weather and unplanned operational incidents.
8. Lead the resolution of complex, high-risk or sensitive operational issues that exceed supervisory authority.

9. Provide direct line management to the Waste Supervisor and Fleet & Depot Supervisor, including performance management, development, capability building and succession planning.
10. Set the management culture, values and behavioural standards for Operational Services, acting as a visible role model for leadership, professionalism and accountability.
11. Lead workforce planning, establishment control and structural reviews across fleet and waste operations.
12. Oversee the application of HR policies, ensuring consistency, fairness and legal compliance in complex or high-risk employee relations matters.
13. Manage and control operational budgets for fleet, waste and depot services, ensuring effective financial governance, value for money and delivery of agreed savings.
14. Lead fleet investment planning, including replacement programmes, procurement strategies and asset disposal.
15. Oversee contract management arrangements for fleet hire, maintenance, contractors and specialist suppliers.
16. Provide senior leadership for health and safety across high-risk operational environments, ensuring effective governance, assurance and continuous improvement.
17. Ensure that risk assessments, audits, inspections and investigations are conducted, reviewed and acted upon appropriately.
18. Represent the Council in discussions with regulators, auditors and enforcement bodies as required.
19. Ensure that services are delivered in line with the Council's Equality, Diversity and Inclusion commitments.
20. Promote high standards of customer service, complaint resolution and public accountability across operational services.
21. Participate in the Council's emergency response arrangements, including out-of-hours duties as required.
22. Undertake such other duties commensurate with the seniority and responsibility of the post.

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Issued by: James Tams