

## SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

<b>Directorate:</b> Environmental & Communities	<b>Service:</b> Operational Services	<b>Job Title:</b> Operations Manager
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
<p>Degree-level qualification or equivalent professional experience in an operational, transport, environmental or public service discipline.</p> <p>Substantial senior management experience within waste, fleet, transport or high-risk operational services. In-depth knowledge of UK waste legislation, transport compliance, O-Licence requirements and fleet governance.</p> <p>Proven experience of managing managers/supervisors and large, unionised operational workforces.</p>	<p>Transport Manager CPC.</p> <p>IOSH Managing Safely or H&amp;S qualification.</p> <p>Recognised leadership or management qualification (ILM Level 5/7 or equivalent).</p> <p>Experience managing electric vehicle or alternative fuel fleets.</p> <p>Experience using digital fleet/asset management systems.</p> <p>Experience of presenting to Members or senior leadership teams.</p>	<p>Application Form</p> <p>Certificates</p> <p>Interview</p>

Strong financial management skills including budget setting, monitoring and savings delivery.				
Ability to interpret legislation, corporate policy and committee decisions and translate them into operational delivery.				
Competency	Level	Essential	Desirable	How Assessed
Achieving Results	4	<ul style="list-style-type: none"><li>• Sets clear strategic direction for fleet and waste services aligned to corporate and committee priorities.</li><li>• Holds managers to account for delivery, performance, safety and compliance.</li><li>• Delivers measurable service improvements, efficiencies and savings across multiple operational areas.</li><li>• Takes ownership of complex service outcomes rather than individual tasks.</li></ul>	<ul style="list-style-type: none"><li>• Demonstrates delivery of large-scale service change or transformation programmes.</li><li>• Evidence of improving service resilience and performance over time.</li></ul>	Examples: Application Form Interview Presentation
Communication	3	<ul style="list-style-type: none"><li>• Communicates with authority and credibility at senior officer, Member and regulatory level.</li><li>• Presents complex operational, financial and risk-based</li></ul>	<ul style="list-style-type: none"><li>• Experience of briefing elected Members, CMT or external regulators.</li></ul>	Examples: Application Form Interview Presentation

		<p>information clearly to non-technical audiences.</p> <ul style="list-style-type: none"> <li>• Manages sensitive, high-pressure conversations confidently and professionally.</li> <li>• Influences decisions and outcomes through clear, evidence-based argument.</li> </ul>		
Creative Thinking	3	<ul style="list-style-type: none"> <li>• Leads innovation and continuous improvement across services rather than isolated initiatives.</li> <li>• Anticipates future operational, financial and regulatory challenges and develops proactive solutions.</li> <li>• Uses data, benchmarking and insight to redesign services and improve outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of service redesign, digital transformation or new delivery models.</li> </ul>	<p>Examples: Application Form Interview</p>
Customer Focus	3	<ul style="list-style-type: none"> <li>• Balances customer expectations with statutory, financial and operational realities.</li> <li>• Embeds high standards of customer service and complaint resolution across operational teams.</li> <li>• Uses customer insight and performance data to shape service improvement priorities.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing reputational or politically sensitive service issues.</li> </ul>	<p>Examples Application form Interview  Presentation</p>

Decision Making and Problem Solving	3	<ul style="list-style-type: none"> <li>• Makes complex, high-impact decisions with significant financial, legal and reputational implications.</li> <li>• Resolves non-routine, ambiguous problems across multiple service areas.</li> <li>• Exercises sound judgement under pressure with limited information.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of leading operational response to major incidents or service failure.</li> </ul>	Examples: Application Form Interview
Making Change Work	3	<ul style="list-style-type: none"> <li>• Leads and sponsors service change programmes, ensuring effective implementation and staff engagement.</li> <li>• Manages resistance to change and ensures sustained adoption of new ways of working.</li> <li>• Assesses and mitigates operational and workforce risks associated with change.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience delivering organisational change in a unionised environment.</li> </ul>	Examples: Application Form Interview
Managing Resources, Projects & Processes	3	<ul style="list-style-type: none"> <li>• Holds accountability for budgets, assets and workforce planning across fleet and waste services.</li> <li>• Ensures robust governance, assurance and performance reporting frameworks are in place.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience managing capital programmes or medium-term financial planning.</li> </ul>	Examples: Application Form Interview Exercise

		<ul style="list-style-type: none"> <li>Oversees complex contracts, procurement activity and asset investment programmes.</li> </ul>		
Organisational Awareness & Commitment	3	<ul style="list-style-type: none"> <li>Demonstrates a strong understanding of local government governance, political context and accountability.</li> <li>Aligns service delivery with corporate priorities, climate objectives and statutory duties.</li> <li>Represents the Council professionally and credibly at all times.</li> </ul>		
Personal Impact	3	<ul style="list-style-type: none"> <li>Acts as an exemplar of operational excellence.</li> <li>Builds trust and credibility with mechanics, drivers and managers.</li> <li>Supports staff development and addresses performance concerns.</li> </ul>		Examples: Application Form Interview
Working Relationships	3	<ul style="list-style-type: none"> <li>Creates positive relationships with internal service users and contractors.</li> <li>Works collaboratively across Operational Services.</li> </ul>		Examples: Application Form Interview

		<ul style="list-style-type: none"> <li>Builds effective networks within and beyond the depot.</li> </ul>		
Equal Opportunities and Fairness		<ul style="list-style-type: none"> <li>Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment.</li> </ul>		

Date Issued: November 2025

Issued by: Head of Operational Services