

## 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>

<p>Strong financial management skills including budget setting, monitoring and savings delivery.</p> <p>Ability to interpret legislation, corporate policy and committee decisions and translate them into operational delivery.</p>				
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:</p> <p>Application Form</p> <p>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</p> <p>Application form</p> <p>Interview</p> <p>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