



## BRACKLEY TOWN COUNCIL

20 High Street, Brackley, Northants, NN13 7DS

Telephone: (01280) 702441 [www.brackleynorthants-tc.gov.uk](http://www.brackleynorthants-tc.gov.uk)

### Operations Manager Required

Salary scale 33-36 (£35,934 – £39,813), Full Time (37 hrs per week)

Brackley is a vibrant and growing town, on the border of South Northamptonshire, with services expanding to meet that growth. The impending changes to the local government structure within the county also present new and exciting challenges. The Town Council currently owns and manages the recently refurbished Grade II\* Listed Town Hall, the Old Fire Station and will shortly add to its portfolio a brand new purpose built community and arts facility. It is also responsible for large areas of open space and a cemetery, maintained by an in-house team of grounds staff. New areas of land are due to be handed over in 2019 with s106 contributions to support the additional workload.

The Operations Manager will have responsibility for the delivery of services by the Town Council covering a range of areas, managing a group of employees working in facilities, green spaces, tourism and events. Given the size of the team, the Operations Manager is a senior role within the staffing structure, reporting to the Town Clerk as the Proper Officer and Responsible Financial Officer, and is expected to be public-facing and to deal professionally and appropriately with residents.

They will bring knowledge and experience of managing people, as well as some outsourced services.

They will provide advice and support to the Town Clerk and to elected Councillors (where appropriate) to maintain and improve services within the town, and to promote the best interests of the town in line with a public-service ethos.

For an application form and job description please download details from our website [www.brackleynorthants-tc.gov.uk](http://www.brackleynorthants-tc.gov.uk) or email [deputy@brackleynorthants-tc.gov.uk](mailto:deputy@brackleynorthants-tc.gov.uk)

Closing date: 30 April 2019  
Interviews: Week commencing 7.5.19

<b>Job title:</b>	<b>Operations Manager</b> <b>Brackley Town Council</b>
<b>Location:</b>	<b>Brackley</b>
<b>Salary:</b>	<b>New Scale Points 33-36 (£35,934-39,813)</b>
<b>Hours:</b>	<b>37 hours/week (some evening and weekend hours will be required)</b>
<b>Responsible to:</b>	<b>Town Clerk</b>
<b>Responsible for:</b>	<b>All Council buildings, open spaces, vehicles and equipment</b>

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## **JOB PURPOSE**

- Support the Town Clerk in carrying out the management, statutory and delegated functions of the Town Council
- Management of the maintenance of the Town Council's Estates (land, buildings, vehicles and equipment)
- Leadership/Line management responsibility for grounds work and buildings maintenance staff
- Act as appointed Brackley Town Council (BTC) Health & Safety Officer and Fire Officer in respect of the Council's Estates
- Responsible for all aspects of Health & Safety and LANTRA proficiency training across the teams and office based staff
- Ensure that all Council events are adequately risk assessed and all external Risk Assessments & Work Method Statements for work being carried out on BTC property are fully documented and compliant.
- Provision of specialist advice to the Town Clerk on matters relating to the implementation of Council decisions affecting the Town Council's Estates, etc.
- Attend BTC meetings (as and where necessary) to give verbal/written reports, in relation to Buildings, Land and Equipment and Health & Safety matters.
- Liaise with the Deputy Town Clerk (Contracts Officer) in relation to the week to week monitoring/reporting of all external Contracts and work being carried out.
- Where necessary, help Project Manage & liaise with Contractors, on any new or refurb construction/maintenance work.

## KEY DUTIES AND RESPONSIBILITIES

### 1. General Duties

Responsibility for the Ground Works & Buildings Team (currently 5), who carry out overall maintenance of Brackley Town Council Estates, working autonomously to a very high standard and planning own time effectively and efficiently.

The Estates currently comprise:

#### Buildings & Cemetery

- Town Hall
- Old Fire Station + Public Toilets
- Egerton Hall
- Units 1 & 2 The Sidings, Top Industrial Estate
- No. 20 High Street – BTC Office
- Halse Road Cemetery
- Piazza and associated furniture

Open space owned or managed by Brackley Town Council includes:

- Brackley Park
  - Poppyfields Park
  - Zip Wire Park
  - Tudor Way Park
  - St James Lake
  - Pocket Park
  - Riverside Walk & Circular Town Walk
  - Various other smaller green areas with Play Equipment
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- Organise & record safety inspections in the play areas & equipment and manage/monitor any necessary repairs.
  - Ensure all trees are regularly surveyed and manage works to trees within the BTC areas
  - Monitor the river and river banks and liaise with the Environment Agency when necessary (in particularly with Giant Hogweed)
  - Prepare, in consultation with the Town Clerk, reports for meetings of the Council's committees, sub-committees, working groups and other meetings as and when required. Attend meetings of the BTC Direct Responsibilities Committee, Cemeteries and Play Areas Working groups as required. To give verbal & written reports and advice.
  - Deal courteously with complaints from members of the public in relation to the Council's land & buildings, which are fed back via the Groundworks Team or BTC Office
  - Ensure the Town Council meets its legal obligations and assist in the planning and implementation of any new initiatives or projects relating to BTC land & buildings.
  - Assist the Town Clerk to manage the resources and activities of the Council to satisfy customer needs and meet any targets and SLA's which are set
  - Provide and organise support at BTC Events, including physical road closures (eg. Remembrance Day Parade, Christmas Lights Switch-on, Carols on the Piazza, etc.)

## **2. Health & Safety**

- Responsible for all aspects of Health & Safety and LANTRA proficiency training across the teams and office based staff; to lead with the development and review of Safe Systems of Work and ensure all Health and Safety records are compliant; to ensure that all Council events and activities are adequately risk assessed and all external Risk Assessments & Work Method Statements for work being carried out on BTC property are fully documented and compliant.
- Act as Health & Safety Officer and Fire Officer in respect of the Council's Estates
- Ensure all directly and indirectly managed staff are trained in the safe use of equipment
- Ensure all directly and indirectly managed staff are issued with and use Personal Protective Equipment and that accompanying PPE records are kept.
- Ensure COSHH assessments of all chemicals & products used in maintaining Council areas are carried out.

## **3. Cemetery**

- Liaise with office staff to ensure that the legal and administrative duties required to operate the cemetery e.g. the legal obligation to keep up to date maps and records of burials is achieved.
- Ensure that the whole cemetery area on Halse Road is kept and maintained in excellent condition and high standards of work are maintained.
- Ensure that the burial process is carried out in the correct manner, and where necessary liaising with the grave digger and funeral directors.
- Liaising with BTC office staff in handling enquiries and complaints regarding the cemetery, dealing empathetically and sensitively with bereaved families and members of the public.
- Ensure the cemetery is kept in a safe condition for employees and the public
- Ensure that an ongoing programme for the safety testing of memorials is in place in the cemetery and that any loose memorials are secured (or laid down) and reported to BTC Office.

## **4. People Management**

- Directly lead and manage the team of outside maintenance staff engaged in duties throughout the town and surrounding area
- Indirect management of contracted outside maintenance staff (Grass cutting, Dog Bins, etc.)
- Development of a multi-skilled workforce across the service, to ensure that key outcomes are delivered and identify any training needs.
- Ensure staff are available when required during the evening and at weekends to support BTC events.
- To support the Town Clerk in the recruitment of staff within the team;
- To set and monitor staff work targets via SMART Objective setting and follow up appraisals.
- To hold regular staff meetings and where necessary report any issues back to the Town Clerk
- To handle any Staff disciplinary issues, with reference to the Town Clerk

## **5. Financial Resources**

- Provide specialist input and advice to assist the Deputy Town Clerk in the preparation and submission of tenders, estimates and quotations, with full regard to any legislative controls;
- Monitor relevant contracts on behalf of the Town Council ensuring contract terms and SLAs are met and contract variations are properly authorised
- Prepare budgets relating to BTC Estates
- Work with the Deputy Town Clerk to ensure Best Value is given by contractors

## **6. Physical Resources**

- Ensure the maintenance of all BTC equipment and vehicles is up-to-date
- Ensure all vehicles are kept in a roadworthy condition (Tax, MOT, etc.)
- Maintain an up-to-date inventory of BTC equipment and vehicles
- Prepare a yearly list of any equipment / vehicles in need of scrapping / replacement

## **7. Contracts**

- Work closely with South Northamptonshire Council's Contracts Monitoring officer in relation to the Grass Cutting Contract
- Monitor the work of the Dog Waste Contractor
- Going forward, work with and monitor any other Contractors who are appointed.

## **8. Policy**

- Undertake research analysis (e.g. policy and resources implication and costs) and report/advise the Town Clerk accordingly
- Assist the Town Clerk to monitor the implemented policies of the Council, in relation to land and properties, to ensure that they are achieving the desired objectives
- To work with the Town Clerk in the preparation of policy guidance and procedures, and their periodical review, to ensure compliance with statutory requirements and good practice;

## **9. General**

- Attend training courses in accordance with identified training requirements
- If required, to attend conferences, seminars and meetings on behalf of the Town Council
- Carry out such other duties as the Council may reasonably require from time to time

## PERSON SPECIFICATION

### Experience/Knowledge

- Previous experience of monitoring contracts
- Previous service delivery experience
- Previous Team management experience
- Ability to negotiate, establish, and administer contracts
- Excellent analytical and critical thinking abilities
- Ability to multitask, prioritise, and manage time efficiently
- Comfortable in both a leadership and team-player role
- Accurate and precise attention to detail
- Excellent IT Skills (MS Office – Word, Excel, etc.)

### Education/Qualifications

- Educated to a minimum of A-level standard (or equivalent) and with good command of the English language, both written and spoken.

#### Essential

- Hold current IOSH or NEBOSH Certificate

### Personal job related skills

- Self-Starter / Leader not follower.
- Excellent communication skills
- Excellent customer service skills
- Able to maintain confidentiality
- Non-judgmental
- Open to new ideas
- Calm under pressure
- Have a positive personality and be able use it to overcome barriers
- Willing to undertake further training to improve knowledge and skills
- Driving Licence

### Other requirements

- A broad understanding of and commitment to equal opportunities
- Prepared to work flexibly as the job requires

#### Employee Declaration:

I have received, reviewed and understand the job description for Operations Manager. I further understand that I am responsible for the satisfactory execution of the functions as described.

Signed:

Dated:

Name:



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## Employment Application

Please complete ALL sections of the form

Job title applied for:	Post Reference Number:
Closing date:	

1. Personal details	
Name:	
Address:	
	Post Code:
Telephone Numbers:	- Daytime - Evening - Mobile
Email address:	

2. Present or Most Recent Employer / Employment	
Name:	Period From: (state month/year)
Address:	Period To: (state month/year)
	Name of Supervisor:
	Telephone Number:
	Basic salary:
Post Code:	Notice period:
Nature of business:	
Position held & nature of responsibilities:	
Reason for leaving:	

**3. Previous employment (in date order, starting with most recent)**

**Please state all employment and account for any gaps.**

*Failure to do so may result in your application not being considered – particularly if you are applying for a job which is exempt from the Rehabilitation of Offenders Act 1974.*

Job Title; Name of Employer and Type of Business:	From  (state month & year)	To	Brief summary of duties and reason for leaving (if applicable):

**4. Essential and desirable criteria – see the appropriate person specification**

*The job specification gives details of the **essential** and **desirable** attributes of our ideal candidate. Please use this opportunity to state clearly how you meet **each** of the criteria set out in the employee specification.*

### 5. Your reasons for applying for this post:

Please use this space to tell us about your reasons for applying for this post.

### 6. Reference details

Please give the names and addresses of two people who would be willing to provide a reference concerning your application. **One** of the referees **must be** your current/last employer.

Name: Address:  Post Code: Daytime contact number:	Name: Address:  Post Code: Daytime contact number:
Is this person your present or previous employer? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is this person your present or previous employer? <input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered 'no' to the above question, in what capacity does the referee know you?	If you answered 'no' to the above question, in what capacity does the referee know you?
<b>References will normally be taken up prior to interview. Please indicate if your referee can be contacted at this stage.</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>References will normally be taken up prior to interview. Please indicate if your referee can be contacted at this stage.</b> <input type="checkbox"/> Yes <input type="checkbox"/> No

### 7. Relationship to existing council employees or councillors

If you have any personal relationship to any Brackley Town Councillor, member of a committee of the Council or employee of the Council, please give their name and relationship. Any approach to Councillors or other employees to influence a selection decision will disqualify you. This does not stop a Councillor or employee giving a reference.

**8. Education**

*Please tell us about your education, beginning with the most recent.*

Date From	Date To	Name of School, College or University

**9. Educational and professional qualifications**

*You must complete this section if some kind of educational attainment is stated as an essential or desirable attribute on the employee specification. You may include relevant training courses and membership of professional bodies.*

Type of Qualification & Level e.g. GCSE 'O' level	Full Title of Subject Taken & Title of Examining Board	Grade or Mark

### 10. Driving or car ownership status

*If the job for which you are applying requires you to drive or carries an Essential Car User allowance please answer the following questions.*

Are you a vehicle owner?  Yes  No

Do you hold a full clean current licence?  Yes  No

If No, please give details of any penalties or endorsements

Please state any other type of licence you hold (e.g. HGV)

### 11. Rehabilitation of Offenders

Have you been convicted of a criminal offence which is not spent under the Rehabilitation of Offenders Act 1974?

Yes  No

If YES please provide details

### 12. Right to Work in the UK (Asylum & Immigration Act 1996)

You will be required to produce original documents to prove your eligibility at the interview/assessment stage and bring photocopies of them. Please don't forget to bring them with you, otherwise we will not be able to progress your application any further.

### 13. Special Requirements

Do you have any special requirements if you were invited to interview/assessment?

If YES please provide further details

### 12. Declaration

*The details given by me are correct to my knowledge and belief. I understand that canvassing will automatically disqualify my application. I also understand that my application may be rejected or my employment may be terminated for withholding relevant details or giving false information. This declaration also covers information provided in a CV or other document.*

Signature:

Date:

*If returning this form electronically, please type your full name in the space above and that will be treated as a signature.*

***Please return completed application form to:***

***Mrs A Moses, Town Clerk, Brackley Town Council, 20 High Street, Brackley Northants NN13 7DS***

**For office use only**

EO Interview	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Shortlist	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Reference one	<input type="checkbox"/> Requested	<input type="checkbox"/> Returned		
Reference two	<input type="checkbox"/> Requested	<input type="checkbox"/> Returned		
Medical check	<input type="checkbox"/> Requested	<input type="checkbox"/> Returned		
CRB check	<input type="checkbox"/> Standard	<input type="checkbox"/> Enhanced	<input type="checkbox"/> Requested	<input type="checkbox"/> Returned

## Equality and diversity monitoring form

**BRACKLEY TOWN COUNCIL** wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The Council needs your help and co-operation to enable it to do this, but filling in this form is voluntary.

The information you provide will stay confidential, and be stored securely and limited to only those staff with Human Resources responsibilities.

Please return the completed form with your application to:  
Town Clerk, Brackley Town Council, 20 High Street, Brackley, Northants NN13 7DS

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**Gender** Male  Female  Prefer not to say

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**Are you married or in a civil partnership?** Yes  No  Prefer not to say

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**Age** 16-24  25-29  30-34  35-39  40-44  45-49  50-54  55-59   
 60-64  65+  Prefer not to say

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### What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

#### **White**

English  Welsh  Scottish  Northern Irish  Irish   
British  Gypsy or Irish Traveller  Prefer not to say

Any other white background, please write in:

#### **Mixed/multiple ethnic groups**

White and Black Caribbean  White and Black African  White and Asian  Prefer not to say  Any other mixed background, please write in:

**Asian/Asian British**

Indian  Pakistani  Bangladeshi  Chinese  Prefer not to say   
Any other Asian background, please write in:

**Black/ African/ Caribbean/ Black British**

African  Caribbean  Prefer not to say   
Any other Black/African/Caribbean background, please write in:

**Other ethnic group**

Arab  Prefer not to say  Any other ethnic group, please write in:

**Do you consider yourself to have a disability or health condition?**

Yes  No  Prefer not to say

What is the effect or impact of your disability or health condition on your ability to give your best at work? Please write in here:

The information in this form is for monitoring purposes only. If you believe you need a 'reasonable adjustment', then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

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**What is your current working pattern?**

Full-time  Part-time  Prefer not to say

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**What is your flexible working arrangement?**

None  Flexi-time  Staggered hours  Term-time hours   
Annualised hours  Job-share  Flexible shifts  Compressed hours   
Homeworking  Prefer not to say  If other, please write in:

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**Do you have caring responsibilities? If yes, please tick all that apply**

None  Primary carer of a child/children (under 18)   
Primary carer of disabled child/children   
Primary carer of disabled adult (18 and over)  Primary carer of older person   
Secondary carer (another person carries out the main caring role)   
Prefer not to say

**Note: This form will be detached from your application and will not be used in determining your suitability for the post.**