



Gainsborough Town Council

Appointment of Operations Manager

Application Pack



Gainsborough is a market town, with a wealth of heritage. It has grown steadily in recent years and has a population of 21,908 (census 2021), the Town Council was created in 1992 to serve the needs of the town, West Lindsey District Council and Lincolnshire County Council also oversee and serve Gainsborough.

What does Gainsborough Town Council do?

The Council comprises of 18 elected Members who are elected every four years; the next elections are due in May 2027. Full Council usually meets eleven times a year, with most of the work of the Council delegated to various committees, sub committees and working parties.

The Council aims to establish and maintain high-quality, cost-effective services to meet the needs of residents, businesses and visitors in Gainsborough and to promote the social, economic, environmental and cultural interests of the town for the benefit of the whole community. The Council provides services “from the cradle to the grave” – from play equipment to cemeteries.

The services are wide and varied and include the management and maintenance of Richmond House & Park, the General and North Warren Cemeteries, Marshalls Sports Ground, Levellings playfield and park, play areas (Aisby Walk, Danes Road, Mayflower Close and St Georges), 5 allotment sites, Christmas lights, street furniture, bus shelters the millennium clock, War Memorial, and organising events such as Remembrance Sunday in partnership with the Church and RBL.

The Council provides five allotment sites around town, managing almost 500 plots across Foxby Hill, Spital Hill, North Warren, Love Lane and Showfields. The Council also has a grant scheme to assist local organisations whose work benefits the local residents of Gainsborough.

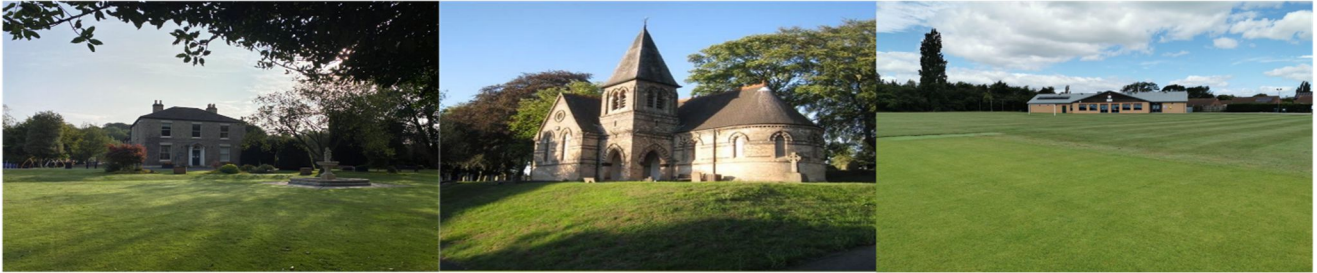
The Council has an important role in representing the town’s interests, for example, in commenting on each of the planning applications made in Gainsborough annually. The Council also encourages and supports the work of many groups in the community through the making of grants.

Fuller details regarding the Council may be found at www.gainsborough-tc.gov.uk

July 2024



Operations Manager



Are you experienced in grounds, buildings or cemetery management? Do you have experience in all three? Are you a Health and Safety professional? Are you looking for a role within the local community? Then this could be the role for you.

With the present post holder retiring the Town Council is seeking to appoint a forward thinking and proactive **Operations Manager** who is experienced in grounds and building management. You will be required to oversee the maintenance of all Council outdoor sites and Council managed buildings. You will have a sound knowledge of health & safety compliance and ideally hold a relevant qualification at level 3 or above. As line manager to the Grounds Maintenance Team, you will possess good leadership, communication and organisational skills and be able to identify training needs.

You will be required to travel between Council sites and will be required to attend evening meetings and occasionally be available at weekends. You will normally be expected to attend the Property and Services Committee meetings.



Post Title:	Operations Manager
Grade:	SCP 29-32 £37,336 - £40,221 per annum
Responsible To:	Town Clerk & RFO
Responsible For:	Ground Maintenance Team Leader, x4 Grounds Maintenance Operatives, Allotment Officer, Caretaker and Cleaner
Contracted Hours:	37 hours per week - subject to flexible working time arrangements.
Contract Type:	Full Time – Permanent
Leave Entitlement:	23 days pro rata per annum, public holidays plus 2 extra statutory days with 3 additional days after not less than 5 years continuous service under one or more local authority at the date of appointment.
Location:	Gainsborough – Gainsborough Town Council managed facilities
Date Prepared:	May 2024

Job Purpose and Work Objectives

- Co-ordinate the activities of the Town Council's (TC's) operational services and the production of all information required for effective decision making concerning the services operation, including the cemeteries, sports grounds, allotments, parks, playground equipment and street furniture.

Service Specific Responsibilities

General Duties

- Line manage staff and monitor and enhance service staff skills and the use of and training in new techniques.
- Study reports etc having a bearing on TC services activities and prepare reports for relevant meetings. Attending relevant meetings of the Council, its committees or working groups as required.
- Obtains quotes etc as appropriate for items or services connected with the Services Operation to the TC.
- To be responsible for the production and delivery of any long-term plan which directly affects the Services Operations.
- To carry out any other duties as required by the Line Management, if capable and trained to do so.

- To be responsible for the Services' financial management and budgeting.
- To provide manual and physical support to Grounds Operatives team, working within and as part of that team as required to ensure adherence to work scheduling is achieved.
- To manage sub-contractors and contractors.

Cemetery

- Monitor the demand and facilities for burials at the cemetery.
- To have overall responsibility for the management and maintenance of the cemetery.
- Liaise closely with the Assistant Clerk to ensure the proper administration and recording of burials and associated works.
- Attend all interments as the Authorised Officer of the Burial Authority as legally required.

Property and Equipment

- Advise the Council on the acquisition, security and maintenance of new equipment and vehicles and to ensure any appropriate training is carried out.
- Monitor the condition and maintenance of TC properties, vehicles and equipment and to advise on improvements/repair.
- Ensure buildings, gates and other properties are opened/closed and monitor any security arrangements.
- Ensure fire safety, electrical, gas and other inspections are carried out

Allotments

- To be responsible for the management, condition and servicing of allotments.

Open Spaces and Play Equipment

- To monitor the maintenance of the open spaces.
- To monitor the condition of play equipment and ensure that records of inspection and maintenance are maintained.
- To advise the TC on replacement equipment and maintenance requirements in a timely manner.

Deputy Clerk

- To deputise for the Town Clerk, and act as a representative of the Council, as required.
- To undertake responsibility for all staff management during the absence of the Town Clerk.
- To assist, support and deputise for the Town Clerk in all aspects of the day-to-day management and operation of Council services and resources.
- To assist and support the Town Clerk in the execution of the Council's decisions and implementation of Council policy.
- In the absence of the Town Clerk, to ensure the continued effective, compliant operation of the Town Council and as such, to assume the statutory role of the Proper Officer.

Working Corporately and with Partners

Where necessary, to assist and actively contribute to the development and delivery of corporate or partnership projects/initiatives.

Health and Safety, Regulatory and Legal

- To maintain the Town Council Health and Safety policy, manual and records of risk assessments, reporting any concerns in a timely manner.

- To conduct full Health and Safety induction training with all staff and maintain individual training records for each Employee.
- To give due consideration to Health and Safety in the carrying out of duties.
- Accident and insurance claim investigations
- Comply with the Freedom of Information and General Data Protection Regulation legislation.
- Conduct Health & Safety practices that protect yourself, colleagues, contractors, sub-contractors and customers ensuring procedures are undertaken and reviewed to identify areas of concern.
- Report any suspicious activity in accordance with the Council procedures.
- To ensure vehicle and equipment checks are carried out and records retained.

Members and Personnel

- Respond to enquiries from Councillors or members of the public, provide information and advice to the Town Clerk to ensure proper responses can be given.
- Report on all matters of discipline, Health and Safety risks and other appropriate workforce problems in a timely manner to the Town Clerk.
- Manage the work scheduling, outputs and quality of the services staff.
- Work as part of a multi-disciplinary team, but also have the ability to take responsibility and work on own initiative.
- Provide support to other officers within the Council as and when required, and in particular during times of holiday and sickness.
- Work positively with other members of staff and councillors at the Council in a supportive manner.
- Represent the Council in a calm, non-confrontational and courteous manner and to ensure that any complaints are followed up and resolved constructively.
- To actively and positively contribute to the appraisal process and to follow up agreed actions.

Policies & Documents

- Carry out all duties in accordance with Gainsborough Town Council's adopted policies.
- To draft and review policies, i.e. Health and Safety Policy, Cemetery Regulations.
- Write, and manage tenders, contracts and Service Level Agreements (SLA's).

Accountability

- Report regularly to the Town Clerk regarding the progress and standard of work and service delivery.

Personal Development

- Undertake from time to time any such training as may be necessary or advisable.

Other Duties

- To undertake other duties as may be reasonably required by the Council.



The specification below is how we work out if you are the right person for the job and it is also used to determine if you will be invited to interview. Criteria in the essential column are prerequisites for the job. Criteria in the desirable column help make candidates stand out but we will offer training if you do not have it. You will be expected to learn new skills and improve on existing ones as part of your job role.

These criteria are assessed through the application form and at the time of interview.

Qualifications		
1	Willingness & ability to obtain &/or enhance qualifications &/or training for development in this post	Essential
2	Educated to GCSE standard or equivalent	Essential
3	IOSH Managing Safely Certificate or ability to work towards	Essential
4	Full Car Driving Licence	Essential
5	Cemetery management qualifications	Desirable
6	Grounds keeper qualifications	Desirable
7	First Aid certificate	Desirable
Relevant Experience		
8	Working in an operational environment	Essential
9	Able to work on your own initiative and problem solve	Essential
10	Track record of successful project management on time and within budget	Essential
11	Able to display knowledge and ability to tender and manage external projects/contracts	Essential
12	Training and/or proven interest in horticulture & arboriculture activities	Essential
13	Able to develop workable strategies	Essential
14	Developing and working in partnerships	Essential
15	Understanding of financial management and experience of managing budgets	Essential
16	Experience of dealing with customers and complaints	Essential
17	Facilities/grounds management including sports pitches, playgrounds	Essential
18	Cemetery management	Essential
19	Staff management and supervision – able to motivate others, engage with and develop staff to drive up performance standards	Essential
20	Experience in carrying out inspections, audits, recording outcomes and taking action	Essential
21	Experience in maintaining accurate records	Essential
22	Experience in planning schedules	Essential
23	Assessing Risks in the workplace including writing of risk assessments	Essential
24	Writing detailed risk assessments including risk matrix	Essential
25	Experience in Contract Procurement & Tenders	Desirable

26	Experience of dealing with contractors	Desirable
27	Familiar with local government legal and regulatory requirements	Desirable
28	Experience as acting Fire Warden	Desirable
Knowledge & Skills		
29	Good verbal communication skills, tactful and diplomatic. Able to present issues concisely	Essential
30	Writing skills - ability to write accurate reports and correspondence	Essential
31	Able to communicate effectively across a range of formats	Essential
32	Confident in use of IT and administrative systems and MS 365	Essential
33	Knowledge of Health & Safety procedures, requirements and regulations such as compliance of fire, gas and electric regulation	Essential
34	Proven managerial experience	
35	An understanding of how local authorities operate	
36	Familiar with proprietary software.	Desirable
37	A knowledge of fine turf maintenance.	Desirable
38	A knowledge of grounds maintenance machinery and maintenance requirements.	Desirable
39	Knowledge of cemetery law	Desirable
40	Knowledge of allotment law	Desirable
41	Formal management training	Desirable
Personal Characteristics		
42	Excellent written and verbal communication skills including the ability to communicate complex issues to all levels of management	Essential
43	Display a flexible approach and able to work out of hours when required (evenings and weekends if required)	Essential
44	Confident in dealing with challenging situations	Essential
45	Good personal manner and presentable appearance	Essential
46	Behave with tact, diplomacy and discretion at all times	Essential
47	Able to deal with difficult and confrontational situations whilst remaining calm and effective	Essential
48	Able to work under pressure to achieve both deadlines and high aspirational service demands	Essential
49	Good interpersonal & organisational skills	Essential
50	Able to work effectively as part of a team or on own initiative	Essential
51	Flexible attitude to undertake a wide range of tasks	Essential
52	Professional commitment to public service delivery and outcomes for citizens procedure and ability to adhere to it.	Essential
53	Well organised and confident; able to prioritise effectively; proactive	Essential
54	Self-motivated, energetic 'can do' attitude; creative thinking and problem-solving skills	Essential
55	Team Player	Essential
56	Team Leadership	Essential
57	Strong interpersonal skills; able to relate and communicate with a wide range of people	Essential
58	Politically impartial; operates with consistency and integrity	Essential
59	Committed to own continuous professional development	Essential
Physical Attributes		
60	Must have car available for work and be able to meet the physical and travel/mobility requirements of the post (with or without reasonable adjustments).	Essential



1. Please read all of the Application Pack prior to completing your application and explain why you are interested in the position, and what relevant skills and experience you have, addressing skills, experience, personal qualities as mentioned in the Job Description and Person Specification.
2. The application form should be completed in full; shortlisting will be based on the information provided. Please note that the Council will only consider CVs if accompanied by a completed application form.

Application Form: https://gainsborough-tc.gov.uk/job_vacancies/

3. **The closing date for applications is 12pm Friday 23 August 2024.**
Application received after this time will not be considered.
4. Please forward your completed application, in confidence, by email to:
townclerk@gainsborough-tc.gov.uk.

Alternatively you can post the forms marked **Private and Confidential** to the Town Clerk, Gainsborough Town Council, Richmond House, Richmond Park, Morton Terrace, Gainsborough, Lincolnshire, DN21 2RJ

If you would like to discuss the position informally with the Town Clerk, please email rachel.allbones@gainsborough-tc.gov.uk indicating the times you would be available to receive a phone call.

5. Applicants who have been shortlisted for interview will be advised by Friday 6 September 2024.
6. Formal interviews will likely take place in the week commencing 16 September 2024. Please let us know of any times during that week that you will not be available for interview during that week.