2026/0232

JOB DESCRIPTION

Post: Environmental Services Operations Manager

Directorate: Environmental Services & Sustainability

Department: Environmental Services

Reports To: Head of Environmental Services

Location: Armagh Banbridge Craigavon, the post holder will be required to work across all depots across the Borough

Salary: PO7 SCP 43-46 £56,293 - £59,776 per annum pro rata based on 37 hours per week

Hours: 37 hours per week, Monday – Friday 9.00 am – 5.00 pm. A flexible working hours scheme in operation. The postholder may be required to work additional hours and outside normal working hours to meet the needs of the post.

Duration: Permanent

The Council may retain a list of reserve candidates arising from this recruitment for any vacancies which may arise which are the same or similar and are of an equal grade of pay throughout the Council area. Such a reserve list will be compiled and held for a period of 12 months.

All employees are expected to model the Customer Care behaviours of "Serve Passionately, Engage Positively and Deliver Consistently."

Environmental Services also have the following Mission and Values & the postholder is expected to implement and embody these core values:

Mission: To be Northern Ireland's leading Environmental Service so that our communities, staff and environment have an opportunity to thrive.

Our Values:

- **We value, believe and invest in our staff and resources.**
- **We operate within a safe, resilient and sustainable working environment.**
- **We deliver an agile and dynamic service fit for the future and our community.**
- **We embrace our diverse cultures in an inclusive, open and transparent way.**

JOB PURPOSE:

The post holder will assist the Head of Department in providing a high-quality, customer-focused, efficient, safe and effective Service including the provision of services, programmes and capital developments in line with the Council's policies and procedures. To operationally manage the activity and locations within the Service including:

- Waste Management
- Waste Collection and Disposal
- Depots
- Street Cleansing

The post holder will ensure continuous improvement to deliver a high-quality service adopting an innovative business planning approach underpinned by best practice.

The post holder will support the continuous improvement of services, ensuring integration of functions and responsibilities. They will be responsible for the management and delivery of a high-quality, flexible service in line with best practice and will be required to maximise business development potential.

The post holder will be expected to make a significant contribution to the strategic vision, direction, development and management of the Service including achieving key outcomes and targets, as well as ensuring the Service delivers on the Council's Waste Management Strategy objectives.

The post holder will be required to work collaboratively and proactively to foster and sustain effective relationships and partnerships with a wide range of internal and external stakeholders including other officers, elected members, outside bodies, businesses and local citizens to advance the Corporate and Departmental agendas.

MAIN DUTIES AND RESPONSIBILITIES

1. Ensure that all facilities and relevant services are managed to a high standard against agreed performance targets such as user satisfaction, budget efficiencies, accidents, servicing effectiveness and the Councils Environmental Management System (EMS). Work closely with relevant staff to ensure that all Depot facilities are maintained to the highest standards particularly pertaining to customer satisfaction and sustainable objectives.

2. Contribute to the development and implementation of the Council's Waste Management Plan and Strategy and individual strategies and undertake research to establish needs and priorities to inform the Strategy/Plan as requested by the Head of Department.

3. Manage and develop staff to ensure that they and any employees for which they are responsible:

- Promote a “One Council” approach;
- Operate within Council policies;
- Effectively manage their teams, positively contributing to wellbeing and high levels of employee engagement;
- Implement and review appropriate training and development programmes for employees to ensure sufficient skills, capacity and knowledge within the service.
- Deliver services in the most efficient and equitable manner and in accordance with Council governance and financial regulations;
- Efficiently and effectively manage available resources;
- Work in a corporate and collaborative way with other services and departments;
- Deliver their agreed targets.

4. Identify and respond to changes in customer needs. Contribute to the improvement of services in the Borough and assist in the delivery of the Community Plan.

5. Support the Head of Department in the development, delivery and monitoring of the Department’s Business Unit and Performance Improvement Plans, implementing the work programme, managing staff performance and other measurable targets and objectives.

6. Prepare budget estimates for the annual rates review process and manage budgets, ensuring compliance with Council policies and financial regulations.

7. Take responsibility for the management of risk associated with service delivery whilst working collaboratively across the Council & with its stakeholders. Ensure that the health and safety and safeguarding of employees and users is paramount and that all relevant legislation is adhered to and appropriate guidance, policies and procedures are in place.

8. Engage with key stakeholders to seek opportunities to deliver services and projects, including joint provision, shared services with other Councils, public/private and public/community partnerships, etc.

9. Engage and maintain effective internal and external relationships and partnerships that support the work of the Council to build a culture of service excellence and recognition, high performance, innovation and collaboration.

10. Manage and support service improvement and the transition of services, ensuring the integration of functions and responsibilities to fulfil the Council’s vision and Corporate Plan.

11. Liaise with relevant Officers in the delivery of the Capital spend for the Department.

12. Assist in the preparation and evaluation of tender specification and contract documentation in collaboration with relevant Officers.

13. Research and compile statistical information, reports and documents as required for the Department, Council and central government including Freedom of Information and other information requests pertaining to the service area. Ensure the effective management and resolution of customer & stakeholder queries and complaints.

14. Prepare committee reports, attend and present at committee meetings and workshops as required.

15. Represent the Head of Department, internally and with external organisations as appropriate.

16. Be flexible and collaborative and actively support all colleagues and other activities or processes which impact on the performance of the Department.

17. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.

In addition to the standard pre-employment checks this position will also be subject to receipt of a satisfactory Basic AccessNI check.

Please note that completed applications must be submitted not later than the closing date and time as stated on the application form.

Human Resources Section (Craigavon Office)
Armagh City, Banbridge & Craigavon Borough Council
Lakeview Road
Craigavon
Co Armagh
BT64 1AL
Tel: 0300 0300 900 Ext: 61701

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