



Job description and employee specification

Job title:	Assistant Operations Manager	Location:	Swindon Rd
Reports to:	Operations Manager	Working hours:	37 per week
Job number:	TBC	Salary grade:	H
Supervises:	Supervisors		
Main purpose of the job:	The post holder will support operational business, in terms of service delivery, service management and development, policy advice and resource management for operational delivery of waste and recycling collection services and onsite processing.		
Key duties and responsibilities:	This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes. This is what we need you to do: • Support the management and delivery of household waste and recycling services to ensure they meet customer needs, are high quality, compliant, and cost-effective. • Monitor service performance and, in consultation with Operations Managers, implement service changes to maintain efficient operations. • Support with operational projects. • Support Operations Managers to ensure full compliance with Operator Licence undertakings, fleet compliance requirements, and all relevant legislation. • Ensure compliance with drivers' hours regulations (EU and domestic), vehicle weight limits, and reporting requirements. • Maintain accurate records including driver reports, defect reports, wheel security checks, and infringements, and ensure these are available for audit and regulatory submission. • Liaise with Fleet Management regarding infringements, defects, and compliance issues. • Support the effective day-to-day provision, use, and maintenance of vehicles, plant, and equipment in line with Corporate Fleet Manager requirements. • Support Operations Managers in defining service standards, setting performance targets, and monitoring key performance indicators. • Assist with performance planning, continuous improvement activity, and modernisation initiatives. • Prepare and contribute to financial, management, and technical reports. • Provide relevant information to support annual business planning and effective risk management. • Assist with monitoring expenditure and income against budget, highlighting variances and supporting value-for-money decisions. • Provide cost estimates and ad-hoc quotations where required. • Support the planning and effective deployment of operational resources, including vehicles, staff, IT, and contractors. • Coordinate recruitment activities, induction, training, and retention initiatives. • Monitor probation, attendance, and sickness absence in line with company policies, including chairing stage 2 sickness absence meetings.		



	• Conduct investigations and chair low-level disciplinary hearings where dismissal is not an outcome. • Carry out performance appraisals and identify training and development needs. • Oversee the resolution of complex or escalated customer issues, working closely with Customer Services. • Support service changes, disruptions, seasonal schedules, and contingency arrangements. • Manage customer and supplier correspondence relevant to the service area. • Support Operations Managers to ensure health and safety risk assessments are undertaken and safe systems of work are followed. • Participate in emergency management and business continuity planning and response. • Ensure personal and team compliance with relevant legislation. • Maintain up-to-date knowledge of legislation, best practice, and emerging trends relevant to the service area. • Represent the organisation at meetings in the absence of Operations Manager, providing professional advice and guidance. • Carry out any other duties commensurate with the level of responsibility of the post. All employees of Ubico are also expected to: • Work to add value to, and be a valued member of, the team and to be valued by customers. • Comply with the organisation's health and safety policies and safe systems of working. • Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation. • Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information in line with current data protection legislation. Be committed to and demonstrate the values of the organisation, which are to: □ Deliver quality – what we do, we do well. □ Be safe – look out for yourself and others. □ Do the right thing – make good decisions and treat people with respect. □ Care for our environment – protect where we live and work. Strive to be cleaner and greener. □ Work together – communicate well and help each other.
Essential requirements - qualifications, skills, abilities, knowledge and experience:	Qualifications • Certificate of Professional Competence in Transport Management (Road Haulage) or equivalent or prepared to work towards • Certificate of Technical Competence (COTC) Level 4 - Managing Transfer Operations or prepared to work towards • IOSH Managing Safely certificate or recognised equivalent or prepared to work towards Knowledge and experience • Full valid Driving Licence • Experience in office environment / similar or related role • Experience of managing a team



	Skills and abilities • Good level of IT skills - MS Office • Excellent verbal and written communication skills – presentation skills, reports • Good organisational skills • Good knowledge and understanding of Health and Safety legislation/procedures • Numerical/ budget management skills • Ability to prioritise and meets tight deadlines and maintain composure under pressure • Works together with employees, colleagues and customers to resolve problems and implement change initiatives • Leadership skills – ability to coach and mentor employees • Good interpersonal skills – able to build relationships and manage conflict	
Desirable requirements - qualifications, skills, abilities and experience:	• Class C licence • An HND in a relevant subject • Membership of the Chartered Institute of Waste Management • ILM Level 5 in operational management	
Special conditions:	• There will be a requirement to work at other locations to meet the needs of the business. • Expected to work reasonable additional hours in line with the needs of the service	
Date created:		
Date reviewed:		
Created/reviewed by:	Name:	Job title:

