

Kent County Council

Job Description: Business Operations Manager

Directorate: Strategic and Corporate Services

Unit/Section: Health and Safety

Grade: KR12

Responsible to: Head of Health and Safety

Purpose of the Job:

To support the Head of Health and Safety in ensuring the County Council's responsibilities as an employer, partner and commissioner can be properly understood and discharged by responsible parties.

To devise, implement, monitor and advise the Health and Safety Team Action Plan ensuring objectives and targets are met.

To provide direction, professional advice and guidance on health, safety and welfare issues across the council in respect of safeguarding employees and others who could be affected by KCC actions and arrangements.

To develop and implement operational, effective solutions and initiatives to support risk management practices across the council and those associated with commissioned services.

Main duties and responsibilities:

- To devise, implement, monitor and regularly revise the Health and Safety Team Action Plan to achieve objectives and targets set within it.
- To provide expertise and professional advice, guidance and support to staff by interpreting legislation and developing policies and practice that enable managers and their teams to discharge their responsibilities effectively and sensibly.
- To contribute to strategic and operational practice through participation in the design and delivery of the Unit's action plan, reflecting KCC and directorate-specific priorities and directing and undertaking responsive activity.
- Manage and monitor team colleagues and support their development through deployment and engagement with wide ranging opportunities across services to sustain a highly competent team.
- Establish and maintain effective liaison with in-house colleagues, senior managers, Elected Members, and external agencies (including the Health and Safety Executive, Fire and Rescue Service, Environment Agency) to secure appropriate links and to support compliance.
- Investigate incidents/accidents and analyse and respond to trends in injury, ill health and absence including supporting and advising managers on steps to tackle deficiencies identified. To act as key liaison with the enforcing authority as necessary.
- Contribute to the assessment of training and development needs and evaluate options for learning to promote staff competence appropriate to their work.
- Design and deliver audit and inspection programmes, analysing good practice and areas for improvement to be targeted in the strategic action plan and through routine interface with customers.
- Facilitate, where required, and contribute to management meetings/fora and joint consultative committees to initiate engagement and consultation on changes and developments, monitor performance and promote awareness and good practice.
- Undertake monitoring of team performance and ensure budget requirements are met,
- advising the Head of Service on progress against agreed targets and alerting them to risks identified.

Organisational Responsibilities

All Corporate Directors, Directors and senior managers have an explicit responsibility to deliver the collective agenda of the County Council. These are fundamental elements of their role not an addition and are summarised as follows;

Whole Council

- Seek to improve the lives of residents in Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo
- Ensure all services are delivered with appropriate reference to the market
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss
- Overcome professional and service silos to achieve the County Council's objectives.

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Deliver to agreed budget and income targets.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Business Operations Manager*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • NEBOSH Diploma NVQ5 or recognised equivalent • Membership of IOSH appropriate to qualification Kent Manager (or working towards)
EXPERIENCE	<ul style="list-style-type: none"> • Proven management experience particularly in health and safety strategy and operations, post-qualification • Experience of organising health and safety arrangements and establishing and implementing policy in a multi-faceted environment • Experience of managing and developing staff
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent communication skills, both in writing and verbally, in order to communicate with staff at all levels, internally and externally. • Excellent negotiation, influencing, planning and commissioning skills • Ability to recruit, manage, motivate and develop people. • Ability to effectively prioritise and work to tight deadlines • Proven investigative and analytical ability • Computer literacy • Effective training and coaching skills • Demonstrable commitment to equality and promoting diversity in all aspects of working.
KNOWLEDGE	<ul style="list-style-type: none"> • Up-to-date, deep and wide-ranging knowledge of health and safety legislation and standards and its practical application. (demonstrated by recent CPD record) • An awareness of performance and quality issues in supporting people • Knowledge of Financial Regulations • Awareness of Data Protection and confidentiality issues. • Ability to travel to meet the requirements of the service.
BEHAVIOURS AND KENT VALUES	<p><u>Kent Values</u></p> <p>Open</p> <ul style="list-style-type: none"> • Welcome and expect change and evolving technology • Work as a whole council acknowledging service specific needs and priorities <p>Invite Contribution and Challenge</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions • Innovate <p>Accountable</p> <ul style="list-style-type: none"> • encourage and expect contribution • Take personal and professional responsibility for your actions and performance • Focused on outcomes