



panoramic
ASSOCIATES



Operations Manager

September 2024

Letter from Nick Drake, Operations Director – West Northants Norse and Rochford Norse

Dear Applicant

Thank you for your interest for applying for the role of Operations Manager at East Hants Norse.

The Operations Manager will assist the Operations Director is ensuring that the services for East Hants District Council are delivered efficiently, within budget and adheres to compliance.

As the successful applicant you will be expected to lead on change management within the services and have the ability to lead a team effectively.

You will have experience of working in the waste and street scene services sector, either from the private or public sector and will understand the need to meet both the needs of the local authority partner and Norse Commercial Services.

You will be joining at a time of change and your experience will help to shape the future of the Joint Venture Partnership.

Yours sincerely,

A handwritten signature in black ink that reads 'N Drake'.

Nick Drake
Operations Director
West Northants Norse and Rochford Norse

East Hampshire Norse

Formed in 2023, the joint venture company with East Hampshire District Council is responsible for the delivery of waste and environmental management, grounds maintenance and street cleansing services.

Our services

Waste and Environmental Services

Clean and tidy streets are a sign of healthy communities – and a cause for great civic pride.

With a broad mix of local authority and private sector clients, Norse provides comprehensive and flexible waste collection and environmental services to many thousands of businesses and households.

The majority of our commercial waste collection and waste management clients also enjoy a service that embraces green waste and domestic recycling options, reducing the amount going to landfill and, ultimately, cutting greenhouse gases.

We collect the domestic refuse of a million people on behalf of councils across England.

Street cleansing

Our established road sweeping and street cleansing operations instil a sense of civic pride across the country, upholding the highest standards of cleanliness.

We provide a wide range of cleansing services to both the private and public sectors, with the flexibility to respond to requests for 'one off' sweeps or introducing a programme of regular cleansing to meet the specific needs of your site.

From mechanical sweeping to pressure washing the build-up of day-to-day grime, we have the capacity and expertise to deliver a thorough, professional and flexible cleansing service.

Grounds Maintenance

Norse ensures that grounds and green spaces are kept in first class condition – by combining the latest technology and the best materials with well-trained and motivated staff.

We maintain a diverse range of sites including school playing fields, hospital grounds, cemeteries, housing developments and amenity areas.

In addition to the care and upkeep of these areas, our highly skilled team can advise on opportunities to improve gardens and grounds.

We also provide an advisory service which carries out audits, costs additional works, completes tree hazard risk assessments and provides costings for recommended tree work.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

Operations Manager – Waste Services and Street Scene

Job Description

Job Title	Operations Manager – Waste Services and Street Scene
Division/Location	East Hants Norse
Reporting to	Operations Director
Weekly Hours	40 Hours Per Week
Grade/Salary	Competitive

The Role:

Assisting in leading and directing partnership services and commercial activities. Deputising for the Operations Director in line management and accountability for, and reporting of all activity within the business. Maintaining and developing the partnership and commercial relationship with clients. Exploring opportunities for partnership development in line with portfolio of services Norse Group provide.

Main Responsibilities:

- Ensuring services within the joint venture deliver their key performance indicators as required by the partners/clients.
- Leading service delivery and review, ensuring appropriate methods are used in conjunction with maximum operational efficiency.
- Assist in developing commercial work for third parties on a profitable basis.
- Developing and maintaining effective relationships with existing clients, stakeholders and key working partners, including the development of strong links at all levels within the business, including attending and presenting at Board Meetings.
- Supporting the development of the Joint Venture, ensuring all contracts are consistently improving in efficiency and delivering maximum profitability.
- Leading, managing, and directing senior and middle line managers - ensuring all staff operate within Norse Group policies and procedures.
- Recruitment, training, and development of senior and middle line managers as appropriate.
- Reviewing the appropriate local organisational structure to deliver services in line with business priorities and service obligations.
- Managing the performance and development of teams, ensuring that all team members have clear objectives and targets, through regular reviews in order to improve service delivery and customer satisfaction.

- Assist in the financial budgetary and full P&L understanding of the Joint Venture.
- Preparing, implementing, and reviewing the annual business plan, setting out the objectives of the Joint Venture.
- Assisting the Operations and Partnership Director in strategic planning for business specific improvement projects.
- In conjunction with the Operations Director identifying, preparing, and submitting business cases for contracts and potential business opportunities.
- Operating financial monitoring and management accounting systems, in conjunction with the Finance Business Partner.
- Preparing detailed annual budgets, business forecasts and annual financial plans based on current contracts and anticipated business growth in conjunction with Operations Director.
- Overseeing the compliance of internal management systems to ensure certification and ongoing compliance with ISO health and safety, environmental, and quality management systems.
- Responsibility for the Health and Safety of the Joint Venture and ensuring all Norse Group Policies are adhered to.

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:

- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification

Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Degree educated (business or similar), and / or equivalent professional management qualifications and training.	Desirable	AF/I
	NEBOSH National Certificate in Occupational Health and Safety	Desirable	AF/I
	Technical Membership of IOSH (Tech IOSH), working towards, or willing to work towards, Graduate Membership (GradIOSH)	Desirable	AF/I
	Knowledge of delivering Environment Services for Local Authorities.	Essential	AF/I
	Knowledge of the powers and duties of local government of services provided by the joint venture companies.	Essential	AF/I
	Operator License Awareness Trained (or willing to obtain within 1 month)	Essential	AF/I
	Certificate of Technical Competence – TSH Level 4 (or willing to obtain within 3 year)	Desirable	AF/I

Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Experience	<p>Extensive management experience at a senior level, including commercial financial responsibility and business planning.</p> <p>Significant experience of performance evaluation techniques and key metrics with knowledge of data analysis, reporting and budgeting.</p> <p>Previous working knowledge of Operational Delivery and the day to day challenges.</p>	<p>Essential</p> <p>Desirable</p> <p>Essential</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Skills/Abilities	<p>Excellent organisational and leadership skills demonstrating credibility with the ability to engage effectively, at all levels with multiple stakeholders.</p> <p>An articulate communicator, confident liaising with decision makers at all levels with strong networking and negotiation skills with the ability to inform, persuade and influence.</p> <p>An inspirational leader with the ability to lead and motivate a number of multi-disciplined teams, promoting personal development and employee well-being whilst maintaining performance levels.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>



Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Skills/Abilities	Ability to evaluate, identify and capitalise upon opportunities for continuous improvement.	Desirable	AF/I
	Ability to develop long-term succession planning across multiple teams, defining personal development plans, contingency planning and business continuity process across the business.	Essential	AF/I
	Capable of creating and managing performance targets and standards that reflect the operational needs of the division, considering commercial objectives and client expectations.	Essential	AF/I
	Ability to make informed and objective decisions that are consistent with the needs of the whole business, considering all relevant internal and external information	Essential	AF/I
	Strong working knowledge of the full Microsoft Office suite.	Essential	AF/I
Other Requirements	Full UK Driving Licence to meet the travel requirements of the role	Essential	AF



General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Working for Us

What we can offer you:

Annual leave	25 days (plus bank holidays)
Sickness	4+4 (no waiting days) – 4 weeks full/4 weeks half
Pension	Royal London 3% / 5%

Terms of Employment:

Salary	£50,000 - £55,000
Location	East Hampshire
Working	Full time, 5 Days in office requirement per week initially



How To Apply

Panoramic Associates Ltd is acting as an employment agency to Norse Group on this appointment.

For a more in-depth conversation about the role please contact Jessica Richards, Lead Consultant or Louise Melton, Senior Delivery Consultant, who is leading on the process.

We hope you will consider making an application for this fantastic opportunity. To make an application, you will need the following:

- A CV which is tailored for this role.
- A supporting statement that sets out your understanding of both the role and the organisation, and how your experience matches the key criteria on the personal specification.

Alternatively, you can submit your CV direct to our consultants.



Jessica Richards

j.richards@panoramicassociates.co.uk



Louise Melton

l.melton@panoramicassociates.co.uk

Friday 4th October	Closing Date
7th – 10th October	Preliminary Interviews with Panoramic Associates
W/C 14th October	Interviews with Norse Group

NB – Given the competition within the market at the moment, there is a degree of flexibility in exceptional circumstances so please contact Panoramic Associates if the need arises.

We know we have challenges ahead and need to change significantly and quickly. We will only be able to achieve our aims with your full support and by working together, united in our vision and intent. We look forward to hearing from you!

