

Role Profile: Operational Support Manager			Reference Number
			XXXX
Job Family Group	Not allocated yet	Role Purpose	
Job Family	Not allocated yet		
Grade Level	EO		
		This role, which will report to the Business Delivery Manager, is responsible for the delivery of effective and efficient day-to-day site-specific services at a CTSC site, ensuring accommodation, assets/equipment, health & safety and resource issues are dealt with proactively and efficiently to meet the daily functional and operational needs of the CTSC.	
Key Accountabilities		Key Relationships and Contacts	
<ul style="list-style-type: none"> Lead for site administrative duties to ensure a smooth and efficient running of the operation (to include ownership of goods orders) Point of contact and on-site lead for building support, acting as the lead building champion, raising issues with relevant HQ functions (e.g. IT, Facilities) and ensuring work is carried out to resolve planned and unexpected issues Planning regular maintenance and on-site facility work and using the relevant escalation channels to gain resolution, including support with landlord negotiations, working to minimise disruption to service delivery Support for on-boarding and off-boarding activity for employees in the CTSC, providing administration and maintenance of ID cards, building and systems access, ensuring alignment with relevant HQ security policies. Organise and support site events, visits and meetings as necessary, arranging agendas and attendees where requested Manage, monitor and administer on-site room booking requests, ensuring equipment and resources are available when requested Secretariat support for on-site Senior leadership team (notetaking at meetings including production of minutes or notes of HR conversations) Local Health & Safety and Fire and Security lead – to include coordination of Fire and Incident Control Plan, Security Plan, local reporting e.g. completion of regular H&S, fire and security inspections, site specific risk assessments, incident and accident reporting and investigations, co-ordination of DSE assessments Lead for local finances including monthly reconciliation of budgets, key finance control checks, SOC reporting, Purchase order approval. 		<p>This role will work with operations teams across the CTSC site to ensure the provision of support services to enable the CTSC to function effectively, gathering information and feedback and planning activity to meet CTSC needs. The role holder will exchange information and collate data and reporting information to meet CTSC/HMCTS requirements. The role holder will also work with external contacts to ensure the provision of goods and services continues to meet CTSC needs</p> <p>Internal</p> <ul style="list-style-type: none"> Heads of Operations, SI & WFM, Deputies and Team leaders in CTSCs – gather and collate information for reporting purposes. This may require some analysis and interpretation. Exchanges of information to meet accommodation, equipment, stationery etc needs Head of Operations/Deputies – provide information and advice on site-specific issues to ensure smooth running of CTSC at that site. <p>External</p> <ul style="list-style-type: none"> Contractors, suppliers etc – represent CTSC in dealings with contractors and suppliers on site, agreeing plans and ensuring work is carried out quickly and efficiently, minimising disruption. 	
Knowledge, Skills and Experience		Complexities	
<ul style="list-style-type: none"> Exceptional communication skills, both oral and written skills including minute-writing, with strong attention to detail Ability to work well under pressure and to deadlines Strong organisational and time management skills, ensuring flexibility and adaptability to juggle different tasks and prioritisation of work Ability to build strong relationships and support networks Ability to work on own initiative, with the ability to make things happen Provide discretion and an understanding of confidentiality issues Proactive in approach to managing issues as they arise in the sites, with the ability to identify key issues and escalating when required. Some experience of facilities management, i.e. managing day-to-day on-site responsibilities, working with suppliers and contractors to ensure scheduled work takes place etc, would be an advantage 		Problem solving	The role holder will plan and coordinate foreseeable on-site facilities work and activities to meet anticipated needs, scheduling activity to ensure smooth running of CTSC. The role holder will also be expected to resolve issues referred by staff and team leaders, identifying the root cause of issues and quickly addressing these. The role holder will be expected to identify the correct course of action and ensure it is carried out.
		Management of resources	The role holder will have no direct budgetary responsibility, but will be expected to monitor the local spend on stationery, accommodation, equipment etc. No direct line management responsibility
		Autonomy	The role holder will be expected to use their own initiative and judgment to resolve issues affecting the daily functioning of the CTSC without reference to senior managers, particularly as there will be few guidelines or policies covering much of the role holders activities. They will be expected to work unsupervised in planning and managing their work in ensuring site-specific service are delivered effectively