



## **WATER MANAGEMENT ALLIANCE (EASTERN)**

### **FIELD TEAM OPERATIONS MANAGER**

An exciting opportunity has arisen for the appointment of a Field Team Operations Manager for the Water Management Alliance (Eastern) Internal Drainage Boards. The Boards are responsible for controlling water levels across some 47,500 hectares of England, situated in and around the Broads in East Anglia. The area is home to around 70,000 people, a thriving local economy and a hugely popular tourist destination that attracts visitors from around the globe. Although the entire area is at considerable theoretical risk of river flooding and inundation from the sea, the actual risk is substantially reduced by the work that we do in partnership with Local Authorities, the Environment Agency, Natural England and local Community Groups.

As the Field Team Operations Manager for Norfolk you will report to the WMA Eastern Operations Manager and will be responsible for the Boards' Operatives and Contractors. You will also have sound interpersonal and communication skills and be able to work effectively within a technical support and operations delivery team, alongside Board members, landowners, key partner organisations and specialist contractors.

The appointment offers a competitive salary depending on qualifications and experience, company vehicle plus access to BUPA and the Local Government Pension Scheme.

For more information and to apply for this position please download the application pack from our website: <https://www.wlma.org.uk/career-opportunities/>. Please return your completed application by email to [info@wlma.org.uk](mailto:info@wlma.org.uk) or alternatively to the Board's office at Kettlewell House, Austin Fields Industrial Estate, King's Lynn, PE30 1PH, Norfolk, by no later than 15 January 2018.

18 December 2017

# JOB DESCRIPTION

**Job Title:** Field Team Operations Manager

**Department:** Operations

**Reporting to:** WMA (Eastern)  
Operations Manager

**Responsible for:** Land Drainage  
Operatives and  
Contractors

**Location:** Mainly Norfolk, but also Suffolk, Essex, East Sussex and Lincolnshire.

## **Key purpose:**

To implement the work programmes prepared by the Technical Support team safely, competently, efficiently, innovatively and lawfully.

## **Qualifications:**

The successful applicant will ideally have at least two of the following qualifications and be working towards the remainder:

1. MDip (Management qualification – CMI or equivalent).
2. NEBOSH National General Certificate in Occupational Safety and Health (or equivalent).
3. New Roads and Street works Act 1991 (Chapter 22, Part 3, Section 67: Supervisor's qualification).

## **Skills:**

1. Must hold a full/valid UK driving licence.
2. Must be able to demonstrate excellent Interpersonal, communication and diplomacy skills.
3. Must be able to demonstrate an ability to manage projects and implement works programmes.
4. Must be an Innovative, creative and entrepreneurial individual with a proven ability to improvise, adapt and overcome problems.
5. Must be able to demonstrate an ability to manage stress and conflict in the work place.
6. Must be able to work well with others at all levels both internally and externally to resolve problems and provide solutions.
7. Must be able to remain cool, calm and patient at all times.

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8. Must be able to demonstrate a high degree of commercial awareness. Experience in contract negotiations, supplier relationship management, and dispute resolution in a commercial environment is desirable.
9. Must be able to demonstrate ability to lead and motivate employees and/or contractors (will preferably hold a management qualification).
10. Must be able to administer First Aid (will preferably be a qualified 'First Aider' as defined by the Health and Safety Executive). Must also be able to put out fires (will have recently had the benefit of basic fire safety and fire extinguisher training).
11. Must be able to read maps and understand the drawings and plans prepared by the Engineering department.
12. Must have a sound knowledge of Health and Safety Legislation (will preferably be NEBOSH accredited).
13. Must have a sound knowledge of Environmental and Conservation issues, and be able to identify the various species of plant and animal life and their habitats - identified in Schedules 5 and 6 of the Wildlife and Countryside Act 1981 (as amended).
14. Must have knowledge of the various capital and maintenance operations undertaken by a Drainage Authority.
15. Must have product knowledge of Drainage Pumping Plant, Mobile Plant, Telemetry Systems, Machinery and Equipment.
16. Must be able to coordinate and supervise work on or alongside public highways (will preferably be a qualified Supervisor as defined in the New Roads and Street works Act 1991).
17. Must be able to manage complex budgets and contractors.
18. Desirable to have knowledge of each Board's Assets and associated Drainage Infrastructure.
19. Desirable to be able to use Computer Software such as Microsoft Access, Excel, Word and Internet Explorer and ArcView GIS.
20. Desirable to be BASIS Registered (British Agrochemical Standards Inspection Scheme).

## **Experience:**

1. The successful applicant will have a minimum of 3 year's experience working in an engineering or operational capacity within the Water Industry.
2. The successful applicant will have a minimum of 3 year's experience managing people, fixed and mobile plant.

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3. The successful applicant will have financial, budgeting and job pricing experience.

## **Main Duties:**

1. Responsible for undertaking all of the work detailed in the programme of works, as prepared by technical support team and approved by the WMA (Eastern) Operations Manager.
2. Liaising closely with the Engineering department on all operational matters and providing regular progress reports to the technical support team and WMA (Eastern) Operations Manager.
3. Responding to emergencies as and when required and monitoring gauge boards, in accordance with the Emergency procedures as determined by the Engineering department.
4. Mobilising plant, equipment, operatives and/or contractors and liaising with occupiers, riparian owners and the general public within and external to the Drainage Districts.
5. Managing special projects/investigations/unplanned works in the field, as determined from time to time by the Engineering department.
6. Advising on all operational matters, including but not limited to direct labour, mobile plant requirements, procurement, stock-levels, outsourcing and using contractors.
7. Ordering and procuring materials, supplies, electricity, utilities, mobile plant and equipment, in accordance with the Financial Regulations and Procurement Procedures.
8. Managing all day-to-day HR issues in the field. Consulting with the Chief Executive Officer before recruiting, making changes to an operative's contract of employment and before administering any disciplinary action.
9. Monitoring all sickness, holidays and other periods of absence associated with the workforce.
10. Allocating and certifying timesheets, plant sheets, stores issues/returns sheets, delivery notes, invoices/credit notes from suppliers and being responsible for all stock items carried.
11. Completing all documentation/record keeping associated with ISO 9001, 14001, 18001 and any other such accreditation, as deemed appropriate by the Chief Executive Officer.
12. Reporting all complaints received within 3 working days and ensuring that they are recorded promptly and accurately in the complaints book.
13. Collecting/recording from the field ad hoc data as and when required by the Engineering department.

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14. Preparing the detailed maintenance estimates, together with budgets for the plant and labour operating accounts and mobile plant renewals fund, as part of the annual budgeting process.
15. Tendering for capital work projects and ad hoc rechargeable schemes, as specified by the Engineering department.
16. Actively seeking and tendering for rechargeable work, which the Alliance has the core competencies and capacity to undertake.
17. Monitoring and controlling expenditure in line with approved budgets. You will have budgetary responsibility to the Operations Manager and Chief Executive Officer for:
  - Maintenance work
  - Capital work (where successfully tendered)
  - Mobile Plant and Labour
  - Mobile Plant Renewals
  - Rechargeable work
18. Collecting/recording and calculating unit costs for each drainage operation and item of plant.
19. Attending Board meetings and other Committee Meetings and preparing Reports for these meetings. Contributing to the various discussions on operational matters at these meetings.
20. Attending and representing the Board(s)/Alliance at meetings with occupiers, members of the general public and other organisations.
21. Reporting those who contravene the Byelaws to the Planning/Enforcement Officer and advising the WMA (Eastern) Operations Manager of this and of any other infringements of the Land Drainage Act 1991.
22. Serving notice/liaising with developers and those who contravene the Byelaws, as requested by the Engineering department.
23. Reporting and liaising with the police, the EA and constituent Councils regarding fly-tipping, illegal dumping of rubbish and abandoned cars etc.
24. Liaising with occupiers in connection with specific access points, disposal of soil etc.
25. Carrying out specific projects and research, as instructed.
26. Providing cover elsewhere within the Alliance as and when required by the Area Manager or the Chief Executive Officer.
27. Keeping knowledge current and up to date, by way of continuous professional development (CPD). Time and access to relevant training courses will be provided.
28. Undertaking any other work that may reasonably be required by the Technical Support team or the Chief Executive Officer.

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## **Health and Safety**

1. Ensuring that operatives and/or contractors' alike comply with all Health and Safety procedures meticulously.
2. Acting as the Health and Safety Supervisor for the Board(s) and attending Health and Safety Committee Meetings as such (see the attached for a full specification of the Health and Safety Officer's role). The Health and Safety Supervisor reports directly to the Health and Safety Officer on all matters relating to Health and Safety.
3. Ensuring compliance with the Health and Safety Policy Statement, Risk Assessments and Safe Systems of Work, as prepared and maintained by the Health and Safety Officer.
4. Preparing/updating Risk Assessments, Method Statements and Safe Systems of Work as and when necessary. Preparing Health and Safety Risk Assessments that are site specific where the risk is not covered by a generic risk assessment or where something else is otherwise out of the ordinary. Communicating the corresponding Safe Systems of Work to the Works/Health and Safety Supervisors, workforce/contractors and ensuring that they are fully understood.
5. Advising the Health and Safety Officer on training requirements and identifying skill gaps in the work force.
6. Ensuring that accidents are recorded properly and completely in the Accident Book and advising the Health and Safety Officer of this accordingly.
7. Assisting the Health and Safety Officer with any issues relating to Health and Safety at Work, as determined by the Health and Safety Officer.
8. Preparing a written monthly report for the Health and Safety Officer covering all aspects of Health and Safety at Work, or more regularly if required by the Health and Safety Officer.
9. Ordering, procuring and issuing the necessary protective clothing and equipment.
10. Organising, coordinating and supervising work on or adjacent to roads and/or highways.

## **Environment and Conservation**

1. Liaising with the Engineering department to ensure that operatives and/or contractors strictly comply with all Environmental Risk Assessments, Conservation Policies and environmental standards, as determined by the Engineering department.
2. Carrying out environmental assessments prior to certain works taking place.

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3. Assisting the Environmental Officer in undertaking Biodiversity Audits for the development of the Member Boards Biodiversity Action Plans.
4. Liaising with the Engineering department to ensure that work is only undertaken with the necessary assent from Natural England, in or around SSSI, SAC, SPA, RAMSAR sites etc.
5. Certifying the data collected periodically from operatives and/or contractors in respect of biodiversity within the Drainage Districts. Liaising with the Engineering department to ensure that appropriate data is recorded for the correct species.
6. Attending the Association of Drainage Authorities Branch Environment Committee meetings, if required by the Technical Support team or the Chief Executive Officer.
7. Carrying out any other duties that may reasonably be required.

This list of duties is not exhaustive.

# APPLICATION FORM

WMA (EASTERN)

**POSITION APPLIED FOR:** Field Team Operations Manager (Norfolk)

**The following information will be treated in the strictest confidence.**

## PERSONAL

(Please complete this section in BLOCK CAPITALS)

Surname:		First Name(s):	
Address:			
Contact Tel. No:	Mobile Tel No.		
E-mail:			
Full Driving Licence:	YES/NO	Endorsements:	*YES/NO
* If YES, please give further details including dates.			
Are you involved in any activity which might limit your availability to work or your working hours e.g., local government?			YES/NO
If YES, please give full details.			
Are you subject to any restrictions or covenants which might restrict your working activities?			YES/NO
If YES, please give full details			
Are you willing to work overtime and weekends if required?			YES/NO
Please give details of any hours which you would not wish to work:			
Have you any convictions (other than spent convictions under the Rehabilitation of Offenders Act 1974)?			YES/NO
If YES, please give full details			
If offered employment, you will be required to complete a Pre-Employment Medical Questionnaire. Are you prepared to undergo a medical examination before employment?			YES/NO
Have you ever worked for this business before?			YES/NO
If YES, please give full details			
Have you applied for employment with this business before?			YES/NO
Do you need a work permit to take up employment in the U.K.?			YES/NO
How much notice are you required to give to your current employer?			



EDUCATION

Schools attended since age 11	From	To	Examinations and Results
College or University	From	To	Courses and Results
Further Formal Training	From	To	Diploma/Qualification
Job related Training Courses Name of Organisation	Date	Subject	

Please give details of membership of any technical or professional associations:


Please list languages spoken and the level of competence:


## EMPLOYMENT DETAILS

Please give details of your past employment, excluding your present or last employer, stating the most recent first.

Name and address of employer	Dates	Position held/Main duties	Reason for leaving

## PRESENT OR LAST EMPLOYER

Are you currently employed? YES/NO

Name of present or last employer:			
Address:			
Telephone No:			
Nature of business:			
Job title and a brief description of your duties:			
Reason for Leaving:			
Length of Service:	From:	To:	

**INTERESTS, ACHIEVEMENTS, LEISURE ACTIVITIES** (e.g. hobbies, sports, club memberships)


**SUPPLEMENTARY INFORMATION**

Please set out below any further information to support your application, e.g. past achievements, future aspirations, personal strengths.


**DECLARATION**

I declare that the information given in this form is complete and accurate. I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal. I understand these details will be held in confidence by the Company, for the purposes of assessing this application, ongoing personnel administration and payroll administration (where applicable) in compliance with the Data Protection Act 1998.

Signature:	Date:
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**REFERENCES**

Please give the names of two people (one of which should be your present or most recent employer) whom we may approach for a reference.

Can we approach your current employer before an offer of employment is made? YES/NO

Name:	Name:
Position:	Position:
Address:	Address:
Tel. No:	Tel. No:

**SOURCE OF APPLICATION**

How did you hear of this vacancy?

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# PRE – EMPLOYMENT MEDICAL QUESTIONNAIRE

Full Name:

Address:

Contact No:

**We will not contact your doctor without your prior written consent.**

1. How many days' absence have you had from work in the last three years?	Days
2. Are you currently on medication (excluding contraceptives)?  If YES please give further details.	YES/NO
3. Have you spent time in hospital in the last three years?  If so, why?	YES/NO
4. Do you suffer from any injury, illness, medical condition or allergy that might affect your ability to perform your duties?  If YES, please give further details.	YES/NO
5. Do you consider yourself to have a disability?  If YES, please give further details.	YES/NO

## Data Protection Notice:

The Board requires certain information before you start employment, to ensure you will be able to perform the requirements of the job and give reliable service, and to ensure compliance with relevant Health and Safety regulations. The information is also required in order to establish whether any reasonable adjustments may need to be made to assist you in performing your duties, in accordance with the Disability Discrimination act 1995.

The information you provide will be treated in the strictest confidence, and used only for the purposes detailed above in compliance with the Data Protection Act 1998.

**I confirm that the information given in this Questionnaire is complete and accurate to the best of my knowledge. I consent to the Board collecting and retaining this data in accordance with the Data Protection act 1998.**

Signature:

Date: