

The background of the slide is a collage of three images. The top image shows a large, multi-arched stone bridge spanning a wide river. The bottom-left image shows a harbor scene with several sailboats docked, including one with "ORCA" on its side, and colorful buildings in the background. The bottom-right image shows a large, modern building with a distinctive, angular, metallic facade, possibly a museum or cultural center, situated near a body of water. A large, multi-masted sailing ship is also visible in the bottom-right corner.

Recruitment Pack

Head of Operations

A high-performing and expanding shared service – proud of what we do and chosen for how we do it.

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A welcome from the Managing Director

Are you a passionate leader with the ability to inspire, motivate and drive effective performance? Do you have the strategic and commercial acumen to lead a diverse portfolio of services towards sustainable excellence? If so, then thank you for your interest in the role of Head of Operations of Tayside Contracts.

Tayside Contracts is an organisation with big ambitions, providing essential public services to the 420,000 citizens of the three Council areas in Tayside. Our aim is to deliver the best possible services, and achieve the best possible outcomes, for those communities.

Tayside is a diverse region of urban centres and rural communities stretching along the picturesque River Tay and north towards the Highlands. From world-class museums and enchanting forests, to historical landmarks and thrilling outdoor adventures, it's an incredible place to live, work in and visit.

These are exciting times for the area, with the Tay Cities Region Deal offering the potential to lever in £400m of investment over 15 years as partners work to create a smarter, fairer region.

Tayside Contracts plays a key role in delivering services for the communities of Tayside. Whether it's increasing the uptake of school meals, supporting people through storms and other crises, or growing turnover and finding organisational efficiencies, there is much to celebrate.

Every pound made through its commercial activities is reinvested in our public services and local communities. We have generated over £33 million in surpluses during our existence, which have been distributed to our three Councils.

In these demanding times, there are undoubtedly challenges for the organisation to face too – including the cost-of-living crisis, inflation, instability in supply chains and pressure on local authority budgets.

Tayside Contracts must also navigate the complexities of serving both city and urban areas while also addressing the unique needs of small rural communities and maintaining rural infrastructure.

Our success is reliant on good leadership, a robust financial strategy and 2,500 employees who are motivated, engaged, innovative and productive. A workforce that delivers services confidently and competently, with the right skills, knowledge and values.

In return for your dynamic leadership, we offer a supportive, friendly and welcoming place to work with a talented team of people and a competitive salary and benefits package.

If you have the drive, passion, leadership skills and experience to contribute and influence, we would be delighted to receive your application.

Tayside

Tayside is a modern and vibrant region which is continuing to transform.

Located in the heart of Scotland, it is home to almost 8% of the country's population spread across diverse communities from villages and rural communities to the modern, cultural and economic centers of Dundee and Perth.

This dynamic region in Scotland offers a desirable combination of opportunities, lifestyle benefits and affordability.

Dundee is the UK's first UNESCO City of Design and Scotland's sunniest spot. Wander its redeveloped Waterfront and discover everything from stunning sculptural architecture to a historical nautical treasure – just across from the V&A Dundee is the RRS Discovery, the ship used by Scott and Shackleton to explore inhospitable Antarctica in 1901.

Set against the picturesque River Tay, Dundee offers a dynamic arts scene, diverse culinary experiences, and a warm community spirit. It's been described as Britain's Coolest Little City and was named by the Sunday Times as Scotland's Best Place to Live just a few years ago.

Perth and Kinross also offers a fantastic quality of life which is recognised by a consistently high ranking in surveys. Whatever you are looking for, you'll find it here - from the buzzing cosmopolitan hub of Perth itself to the peace and tranquillity of some of Scotland's most spectacular scenery.

Visit the award winning Perth Museum, a world class cultural and heritage attraction which is home to the Stone of Destiny.

Highland Perthshire, nicknamed Big Tree Country, captivates with its dramatic landscapes and a tapestry of natural beauty. Nestled in the heart of Scotland, it's a haven for outdoor enthusiasts, offering majestic mountains, serene lochs, and lush forests to explore.

Beautiful Angus is the birthplace of Scotland, with rolling hills and endless beaches. It has been described as the food basket of Scotland, with a strong agricultural heritage, where the land and sea take centre stage.

The numerous distillers of spirits are the cherry on the cake and home to the world-renowned Arbroath Smokie. It's a place to explore heritage through landmarks like Glamis Castle and Arbroath Abbey, and embrace the allure of Pictish stones within an authentic Scottish landscape.

Tayside is a great place to live and work



Beautiful scenery with seaside, mountains and forests so close you can visit them all in one day.



Steeped in history, there is a lot to explore.



Home to some of the best museums in Scotland.



UNESCO's first UK cities of Design and Crafts and Folk Art.



Variety of outdoor activities easily available including watersports, skiing, skateboarding, golf and mountain climbing.



Average selling price for properties is £182,879 - significantly more affordable than £286,017 in Edinburgh, the Lothians, Fife and the Borders.



Fly to London from Dundee Airport in an hour or travel to nearby Edinburgh/Glasgow/Aberdeen International Airports.



Excellent schools, colleges and universities with highly ranked graduate prospects.

Tayside Contracts

Tayside Contracts is a local authority contracting organisation providing cleaning, catering, facilities management, roads maintenance, vehicle maintenance and winter maintenance throughout the Tayside area of Scotland.

We are the commercial trading arm of the councils of Angus, Dundee City and Perth and Kinross and employ approximately 2,500 people operating out of in excess of 400 establishments.

We are proud to be the largest and longest-serving local authority shared service in Scotland, serving the 420,000 citizens of the three council areas.

As a commercial trading organisation, we also provide services to a wide range of other customers within Tayside and beyond.

Founded almost three decades ago, we now have an annual turnover of approximately £98 million.

Tayside Contracts is an organisation with a clear vision and effective leadership. We have performed well, despite significant economic challenges, and these elements provide a strong foundation to navigate future turbulence and maximise opportunities.

Tayside Contracts operates under a Joint Committee comprising of elected members from each constituent council.



Our Values

The values we share in Tayside Contracts define who all of us need to be, to help achieve our vision.

Values set out how each of us need to behave and work with each other. The collective behaviours of all our people become our culture ('the way we do things round here'), and people will only bring their heads, minds and hearts to work, if they feel connected to our culture. Through engagement with our people, we have settled on a series of values which we can all share in Tayside Contracts. These are:

People

(how we behave with each other)

- *We treat everyone fairly with kindness, compassion, respect and dignity*
- *We understand the importance of good physical and mental health, safety and wellbeing, and will do what we need to achieve these*
- *We can express ourselves, learn, grow and reach our full potential*

Performance

(how we will give our best at work)

- *We deliver upon our commitments to our customers without sacrificing quality*
- *We take responsibility for our own performance, choices, results, and learn from mistakes*
- *We know that there is always room for improving what we do*



Partnership

(how we work with others)

- *We achieve excellent results by working together, not as individuals*
- *We are stronger together - we welcome the voice and expertise of our partners*
- *We drive success by building relationships and connecting across teams, functions and areas*

Perception

(how we can shape the way others view us)

- *We behave and operate responsibly to maintain the reputation of Tayside Contracts and our constituent Councils*
- *We support our local communities whenever we get the chance*
- *We innovate, embrace opportunity and move with the times*

The Role

Head of Operations

Salary £111,522 per annum (pay award pending)

To be responsible for all aspects of strategic leadership, performance and financial management of the Construction Division and Facilities Services Division.

As a member of the Corporate Leadership Team (CLT), to participate fully in, and share collective responsibility for, the corporate management and governance of Tayside Contracts. To contribute at corporate level to the formulation and implementation of organisational and business strategies and to provide leadership, support and direction to direct reports to ensure effective performance delivery of the key objectives in accordance with the Business Plan.

Responsible to:

- **Managing Director**

Responsible for:

- **Strategic Lead - Facilities**
- **Strategic Lead - Construction**
- **Transport Services Manager**
- **Quarry Manager**



The Role continued

Main Duties

Values

1. Ensure that Safe Working Practices are adhered to, in accordance with Health and Safety Legislation and Tayside Contracts' Occupational Health and Safety Policy.
2. Uphold and embrace Tayside Contracts vision and values by working in partnership with internal colleagues, external clients and other stakeholders to deliver an efficient and effective service.
3. Treat all individuals with dignity and respect and support Tayside Contracts' Equality and Diversity Policy.

Corporate

4. Provide strategic leadership, collectively, with the other members of the Corporate Leadership Team on the corporate management and financial stewardship of Tayside Contracts ensuring that delegated functions are fully integrated and aligned with strategic planning and business objectives as detailed in Tayside Contracts' Business Plan.
5. As a member of the Corporate Leadership Team, participate in the executive decision-making process, taking collective responsibility for the executive decisions of the Corporate Leadership Team.
6. As a member of the Corporate Leadership Team, participate in the setting, monitoring and controlling of Tayside Contracts' corporate budget and, along with other members of the CLT, taking collective responsibility for ensuring achievement of all financial targets, such as meeting statutory trading accounts targets and achieving the required rate of return to the constituent Councils.
7. Provide advice to, and work with, elected members of the Tayside Contracts Joint Committee to develop and implement multifaceted strategies and ensure effective and robust governance of Tayside Contracts.
8. Ensure that the Joint Committee is fully informed and appraised of any issues of significance relating to the Construction Division and Facilities Services Division as appropriate.
9. Demonstrate and exemplify positive behaviours and attitudes which promote Tayside Contracts, co-operative and partnership working, and support Tayside Contracts vision for high quality, integrated service provision.

Operations Division

10. Responsible for the strategic leadership, direction and management of the Construction and Facilities Services Divisions, ensuring that they deliver high quality, cost-effective services across Tayside, in accordance with all relevant legislation and regulations and professional standards.
11. Provide strategic leadership to senior managers of the Construction and Facilities Services Division, ensuring that professional standards of work are maintained, performance targets are met and that statutory and other financial targets are achieved.
12. Ensure that Safe Working Practices are adhered to throughout the Construction and Facilities Services Divisions, in accordance with health and safety legislation and Tayside Contracts' Occupational Health and Safety Policy
13. Lead on the development and implementation of systems and processes to ensure that all facilities and equipment which are the responsibility of Tayside Contracts are maintained (via planned replacement and maintenance programmes) to a standard which will support the delivery a high quality, cost-efficient service.
14. Oversee and co-ordinate the management of all functions within the Construction Division and Facilities Services Division and ensure that they are carried out in the most cost-effective and efficient manner and in accordance with the appropriate regulations and legislation.
15. Responsible for setting, monitoring and controlling of the Construction Division and Facilities Services Division budgets and the achieving of all financial and other targets for the Divisions.
16. Maintain effective systems to develop, manage, monitor, evaluate and review performance at strategic, corporate and service levels and deliver agreed actions, and service standards.
17. Co-ordinate and ensure the timeous provision of all relevant information in respect of the Construction Division and Facilities Services Division in connection with the production of the Annual Revenue Budget, Capital Estimates, Business Plan and Annual report etc.
18. Oversee the planning and the carrying out to specification of all Construction Division and Facilities Services Division activities, including oversight of effective utilisation of all labour, plant materials and sub-contractors under the control of the Construction Division and Facilities Services Division.
19. Oversee the promotion, development and implementation of new business opportunities within the current council cohort and all relevant external public and private entities for all Construction Division and Facilities Services Division activities, ensuring a robust business opportunity and risk analysis approach is adopted.
20. Oversee the management of Tayside Contracts' Quarry, and Transport Service, and ensure that they are carried out in the most cost-effective and efficient manner and in accordance with the appropriate regulations and legislation.

Operations Division

21. Participate and represent the Organisation/Divisions as required in all Trade Union or other negotiations regarding terms and conditions of employment and liaise as appropriate with the Strategic Lead - HR, IT and Business Support.
22. Ensure the effective and timeous implementation of the annual Tay Review process throughout the Construction Division and Facilities Services Division and that training needs identified are timeously and appropriately addressed.
23. Attend and represent Tayside Contracts at Joint Committee meetings, corporate working groups, Joint Consultative Committees and other meetings when necessary.
24. Deputise for and, in the absence of the Managing Director, act as the Managing Director as required and represent Tayside Contracts at Joint Committee meetings, constituent Council meetings, corporate working groups, and other meetings when necessary.



Person Specification

Professional Educational Qualifications

Essential

- Educated to degree level in an engineering, facilities or management related subject or equivalent relevant experience.
- Member of a relevant professional institution/association.

Relevant Work/Other Experience

Essential

- Extensive proven experience in a senior leadership role in a large multi-discipline organisation.
- Extensive proven experience of successfully informing and developing policy and strategy and of operating at a corporate level.
- Extensive proven experience of working with a Board of Management or representative stakeholders, and senior colleagues.
- Evidence of leading services or a business through growth, innovation, development, and transformation.
- Extensive experience of producing management and committee reports.
- Extensive proven experience of working effectively and in partnership with Trade Union representatives.
- A comprehensive understanding of Scottish local government and awareness of current issues.

Particular Skills/Abilities

Essential

- Excellent financial and budgetary management skills with a strong commercial ethos.
- Well developed leadership skills.
- Strong decision making and analytical skills.
- Ability to conceptualise and strategize.
- Concise and persuasive verbal and written communication skills at all levels.
- Strong communication, advocacy and influencing skills, with the ability to present ideas and proposals effectively at senior levels.
- Ability to think strategically.
- Ability to lead, develop and motivate a team to achieve a high performance.
- Ability to plan and organise work to meet corporate deadlines.

Personal Qualities

Essential

- Highly motivated, enthusiastic and confident individual with high professional standards.
- Can build relationships, develop connections and inspire confidence in others.
- Resilient with an ability to cope with demands of the post and attend on a regular basis.

Any Additional Job-Related Requirements

- Category B Driving Licence or equivalent entitlement to drive in Great Britain and access to a motor vehicle, or otherwise able to meet the requirement to travel efficiently to other locations.



Employee Benefits

Working with Tayside Contracts has its perks and the successful candidate will have access to a fantastic range of employee benefits including:

- 28 days Annual Leave rising to 33 after 5 years' service
- 5 fixed Public Holidays
- Additional Long Service Leave and Long Service Awards
- Generous Occupational Pension Scheme (including 15.7% contribution by the employer and Ill Health Retirement Enhancements and Death in Service Benefits)
- Shared Cost Additional Voluntary Contribution (AVCs) Scheme
- Lifestyle Savings Discounts - giving you access to a range of discounts across UK major retailers
- Physical, financial and mental wellbeing support including access to an employee assistance programme
- Occupational Sick Pay
- Cycle to Work Scheme
- Tay Valley Credit Union
- Corporate Fitness Membership Rate
- Supported Volunteering Policy
- Charity/Payroll Giving Scheme
- Annual Employee Awards
- Learning, Development and Career Progression Opportunities
- Flexible Working and Flexible Retirement Policies
- Family Friendly Policies



Key documents

Here are links to our key documents.

- [Business Plan 2024-27](#)
- [Annual Performance Report 2023-24](#)
- [Annual Accounts 2023-24](#)
- [Terms and Conditions of Employment Handbook](#)
- [Angus Council Plan](#)
- [Dundee City Council Plan](#)
- [Perth & Kinross Corporate Plan](#)

Social media and web links

- [Tayside Contracts website](#)
- [X](#)
- [Facebook](#)
- [Linkedin](#)
- [Instagram](#)
- [YouTube](#)
- [Angus Council website](#)
- [Dundee City Council website](#)
- [Perth & Kinross Council website](#)



