

<b>Job Title:</b>	Deputy Director - Operations		
<b>Department:</b>	Public Works Department (PWD)	<b>Section:</b>	Administration
<b>Reports to:</b>	Director of Public Works (DPW)		
<b>Grade:</b>	Falkland Islands Government Grade – A	<b>Job Code:</b>	3511DD1
<b>Overall Purpose of the Role</b>			
<p>The Deputy Director – Operations is responsible for providing support to the Director in regard to the strategic planning, monitoring and operational management of all Directorate activities. This includes oversight of engineering services and budget oversight, ensuring that all operations are aligned with the Falkland Islands Government's (FIG's) policies and strategies and that objectives and performance standards are clearly defined and achieved within allocated resources.</p> <p>The role also has direct line management of the Administration Section which is responsible for providing essential clerical and financial support across all sections of the department.</p> <p>The key areas this role supports across a wide range of public service functions are utilities provision, highways construction and maintenance, management and maintenance of housing, production of clean and coated aggregates, engineering design and survey services, maintenance of public buildings and public areas within Stanley and waste management and disposal.</p>			
<b>Key Role Activities</b>			
<ul style="list-style-type: none"> <li>• Maintain comprehensive oversight of all ongoing and planned operational activities to ensure continuity of service delivery and leadership, assuming full responsibility for operational governance and performance reporting in the DPW's absence.</li> <li>• Lead the development, planning and delivery of key operational public services in alignment with the Islands Plan and departmental objectives.</li> <li>• Manage the performance of multiple service areas, ensuring compliance with government policy, budgetary constraints and relevant technical standards.</li> <li>• Work closely with Head of Service to develop, cost and review operational service plans and oversee the preparation of supporting documentation, including resource plans, procurement requirements, service level agreements, schedules and risk assessments.</li> <li>• Ensure all necessary administrative, legal and financial requirements are met and that operational management practices reflect best practice and deliver consistent, high quality outcomes.</li> <li>• Monitor service performance across all operational areas, report on key performance metrics and implement improvements or corrective actions as necessary. Oversee financial and resource planning, including preparation and monitoring of operational budgets.</li> <li>• Coordinate operational planning activities across the Directorate, engaging with internal and external stakeholders to ensure services are efficient, technically sound and financially viable.</li> </ul>			

<b>Job Title:</b>	Deputy Director - Operations
<b>Key Role Activities</b> (continued)	
<ul style="list-style-type: none"> <li>• Provide expert advice to the DPW on operational risks, resourcing needs and opportunities for improvement across all service areas.</li> <li>• Support the development of the Directorate's operational planning by preparing, managing and monitoring service delivery plans and resource allocations. Ensure plans are realistic, strategically aligned and fully resourced throughout implementation.</li> <li>• Liaise with elected Members, stakeholders and the public to communicate service objectives and performance updates.</li> <li>• Lead and motivate multi-disciplinary operational teams by setting clear priorities, managing performance and supporting collaboration to ensure effective and efficient delivery of services.</li> <li>• Implement and support operational management systems, processes and structures in line with corporate policies.</li> <li>• Support the DPW in ensuring the effective management of the Directorate's resources including people, budgets and assets.</li> <li>• Collaborate effectively with Heads of Service, DPW and Members to advance shared objectives and deliver strategic priorities.</li> <li>• Identify, develop and maintain partnerships with other public, private and not-for-profit organisations to support the achievement of government objectives.</li> <li>• Other duties consistent with the level of post, as agreed with the DPW.</li> </ul> <p><b><i>The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.</i></b></p>	
<b>Additional Information</b>	
<ul style="list-style-type: none"> <li>• Annual Recurrent Operational Budget - £13 million Expenditure, £9 million Revenue.</li> <li>• Annual Recurrent Budget for Administration Section £600,000.</li> <li>• 7 Heads of Section, up to 120 personnel within the overall Directorate.</li> <li>• Value of built assets managed across the Directorate £250 million.</li> </ul>	

Person Specification:	Deputy Director - Operations		
Criteria	Essential	Desirable	Assessment Method
<b>Knowledge, Skills &amp; Experience</b>			
5+ years' of relevant professional experience managing operations and services	✓		A/I/R
5+ years' managerial experience at a similar level within a multidisciplinary organisation	✓		A/I
Extensive experience and excellent working knowledge of utilities and service provision including both technical and budgetary aspects	✓		A/I/R
Demonstrated ability to lead and manage multidisciplinary teams providing strong leadership and strategic direction	✓		A/I/R
Budget development and management experience with a broad knowledge of business and financial planning	✓		A/I/R
Highly computer literate including a good working knowledge of MS based software packages (e.g. Word, Excel)	✓		A/I
Strong understanding of project controls, scheduling software (e.g. MS Project) and risk management	✓		A/I
Skilled in stakeholder engagement and negotiations	✓		A/I/R
Sound working knowledge of project development and monitoring, including both technical and budgetary aspects	✓		I/R
Experience of working at a strategic level within a government or public sector environment	✓		I/R
Skilled in analysing complex information and clearly communicating key insights to audiences with limited subject knowledge	✓		A/I/R
Excellent written and verbal communication skills with confident, effective interpersonal abilities	✓		I/R
Excellent communication and presentation abilities	✓		I/R
Experienced in liaising with the media and providing response support to elected Members, the Chief Executive and Directors	✓		I/R
Experience of performance management at organisational and individual staff level	✓		A/I
Pro-active and flexible with the ability to think laterally and creatively to generate realistic solutions	✓		I/R

Person Specification:	Deputy Director - Operations		
Criteria	Essential	Desirable	Assessment Method
<b>Personal Attributes</b>			
Highly organised and adaptable	✓		I/R
Ability to manage multiple priorities	✓		I/R
Politically astute with a collaborative, solution-focused approach	✓		I/R
Awareness of sensitivity of information and able to work in a confidential environment	✓		I/R
Align with FIG's Core Values – Diverse, Professional, Resilient & Resourceful	✓		A/I
<b>Qualifications &amp; Training</b>			
NVQ Level 6/Degree in Civil Engineering, Construction or Building or a related field; or evidence of this level of ability (e.g. training record and job experience)	✓		A/I
Chartered Civil Engineer and/or a Construction or Utilities Management Professional	✓		A/I
Valid driver's license	✓		A/I
Business Management Qualification		✓	A/I
<b>NB</b> Equivalent combinations of educational qualifications and experience may be considered.			
<b>Note to Applicants:</b> Please ensure that you demonstrate your ability to meet the requirements of the job in your application form by giving clear, concise examples of how you meet each criterion.			

### Method of Assessment:

- A - Application Form
- I - Selection Interview
- R – Reference
- P – Presentation