



DIRECTOR OF OPERATIONS



01637 878388



<https://www.newquay.gov.uk/>

WELCOME FROM OUR CHIEF EXECUTIVE

Andy Curtis

**Chief Executive
Newquay Town Council**



Dear Candidate,

Thank you for your interest in joining Newquay Council as our first **Director of Operations**. This is a new and exciting leadership role at the heart of our organisation, created to ensure that our services, facilities and community assets are delivered to the highest standards.

Newquay is one of Cornwall's most vibrant and distinctive towns, welcoming thousands of visitors each year while serving a strong and growing resident community. The Town Council is proud to play a leading role in supporting the town's infrastructure, public spaces and facilities, all of which make Newquay such a special place to live, work and visit.

The Director of Operations will provide strategic leadership and oversight of all our operational services – from estate and facilities management to open spaces, CCTV, compliance, public safety and fleet. This role is central to ensuring that our assets are safe, sustainable and well-managed, and that we continue to innovate in the way we deliver services for the community.

We are looking for an experienced and motivated leader with strong technical expertise in estates, facilities, compliance and health & safety. You will need the confidence to lead multi-disciplinary teams, manage risk, deliver projects and represent the Council in key partnerships.

If you are excited by the opportunity to make a visible difference in a town with ambition and pride, we would be delighted to hear from you.

About Newquay Town Council

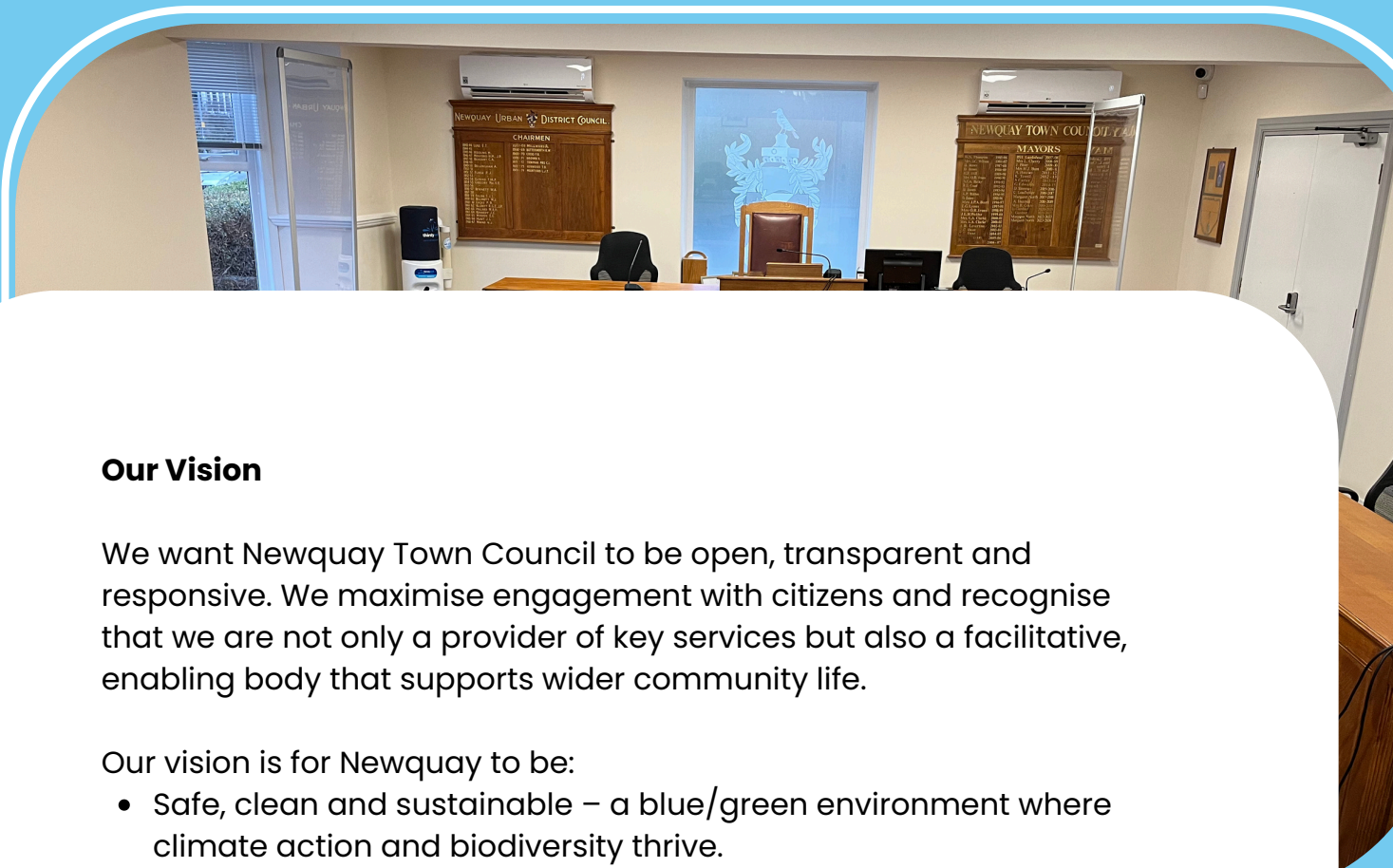
Newquay Town Council forms the grassroots tier of local government and works alongside Cornwall Council, our Unitary Authority. We play a critical role in promoting the town, representing its interests and supporting the work of community groups, while delivering high-quality services and facilities for residents and visitors.

The Council consists of 20 elected and unpaid Councillors who represent different areas of Newquay. Members are responsible for making key decisions that affect the town, its residents and visitors, while our Officers are crucial in implementing those decisions and ensuring delivery on the ground.

We serve a growing resident population of around 22,000 – a figure that increases significantly during the tourist season – and employ around 50 FTE staff across a broad range of services. These include public toilets, CCTV, open spaces, community facilities, events, maintenance and enforcement.

Newquay Town Council is proud of its track record in delivering excellent, responsive services and is committed to sustainable development, biodiversity and environmental responsibility. Our work is underpinned by a strong sense of community, inclusivity and ambition for the future.





Our Vision

We want Newquay Town Council to be open, transparent and responsive. We maximise engagement with citizens and recognise that we are not only a provider of key services but also a facilitative, enabling body that supports wider community life.

Our vision is for Newquay to be:

- Safe, clean and sustainable – a blue/green environment where climate action and biodiversity thrive.
- Inclusive and welcoming – a place where people are proud to live, bring up their families, spend their holidays and do business.
- Ambitious and collaborative – working with partners to address challenges, deliver innovation and create opportunities.
- Resilient and vibrant – a community where everyone feels part of a strong, prosperous and forward-looking town.

To achieve this, the Council has identified six corporate priority areas that guide our work and resources over each four-year plan period. These priorities are where we believe the Town Council can add the most value and help deliver positive outcomes for the community.

These areas are:

- Community
- Environment
- Young People
- Business
- Relationships
- Organisational Development

Read more in our Corporate Plan 2024-28 [HERE](#)



01637 878388



<https://www.newquay.gov.uk/>

Job Title: Director of Operations

Reports to: Chief Executive

Location: Newquay

Working hours: 37 hours per week

Budget responsibility: Strategic Overview of circa £0.75m across CCTV, Facilities and Environment budgets with spend approval up to £30,000 within service area

Direct reports: Estate Manager, CCTV Manager

Indirect reports: Health & Safety Manager, Deputy Estates Managers, Facilities and Environment Operatives, Enforcement and Security Officers, interns and contractors.



This is a newly created senior leadership role. The Director of Operations will provide strategic leadership and operational oversight of the Council's estate, infrastructure and public services. They will act as the Council's designated Competent Person for Health and Safety and ensure compliance across all assets and activities.

The role combines hands-on operational management with strategic innovation – ensuring Newquay Town Council's assets and services are managed to the highest standards while also planning for future needs, sustainability and growth.



01637 878388



<https://www.newquay.gov.uk/>

Main Purpose of the Role:

To provide strategic leadership and oversight of all operational infrastructure, maintenance and public space services across the Council. The postholder ensures safe, sustainable and efficient delivery of Council assets and works programmes, acts as Competent Person for Health and Safety, and leads innovation across community spaces, buildings, transport and open space planning. They represent the Council on key operational partnerships and oversee the design, review and commissioning of physical infrastructure projects.

Key Responsibilities:

1. Operational Leadership and Asset Management

- Lead on estate management, facilities maintenance and public building use (CAH17, CAH29, YPF08)
- Oversee refurbishment and phased upgrade of public conveniences and civic spaces (CAH27–CAH29)
- Coordinate the Council's parking review, access surveys and user consultations (CAH18)

2. Public Space Planning and Delivery

- Oversee planning and delivery of Council-maintained open spaces, footpaths and play areas (YPF09, YPF08, PET01)
- Work with the Grants and Project Officer and Library/Events teams to deliver cultural, artistic and heritage-based community projects (CAH07, CAH09)
- Deliver the Council's biodiversity and replanting action plan (PET01)

3. Health, Safety and Compliance

- Act as the Council's Competent Person for Health & Safety matters
- Oversee the H&S Officer and implementation of risk assessments, training, and policy compliance across all services (OD05)
- Monitor contractor safety and ensure legal compliance in all physical works

4. Fleet and Equipment Oversight

- Lead procurement, maintenance and review of the Council's vehicle fleet and operations equipment (PET06)
- Drive transition to a sustainable and low-emissions fleet and toolset



5. Cross-Departmental Projects and Strategy

- Support ethical revenue initiatives across Council services (OD02)
- Deliver cross-cutting strategic infrastructure improvements linked to the Corporate Plan
- Work with the Partnership & Project Officer to lead youth hub planning and phased implementation (YPF03, YPF04)

6. Partnerships and Representation

- Represent the Council at public service partnership meetings (e.g. Safer Cornwall, highways, safety groups)
- Work closely with the Director of Finance and Director of Resources to ensure operational infrastructure is aligned with corporate objectives

7. Team Leadership and Line Management

- Direct line management: Estate Manager, CCTV Manager
- Indirect line management: CCTV Supervisor, Health and Safety Officer, Maintenance Officer, Estate Supervisor, Facilities Operatives, Security Officer, contractors and site workers
- Support emergency out-of-hours coordination, rota development and operational team liaison

Other Duties:

To carry out other duties as directed by the Chief Executive that support the overall delivery of the Council's operational strategy.

Qualifications, Knowledge and Skills: The following are expectations of this role:

Health & Safety Compliance (Competent Person):

- In-depth knowledge of health and safety legislation including HSAW Act, CDM Regulations, fire safety, legionella, asbestos, and risk assessment processes.
- Must be competent to act as the Council's designated Competent Person.

Asset and Estate Management:

- Experience of maintaining public buildings and spaces to a compliant and high-quality standard. Knowledge of condition surveys, lifecycle planning, and reactive vs. planned maintenance.
- Experience in commercialising assets, maximising income generation and undertaking cost benefit analysis of disposal and acquisition of land and buildings.



Procurement & Contract Management:

- Understanding of procurement procedures, drafting of specifications, managing tender processes, and contractor performance management in line with Public Contracts Regulations and Council policy.

Emergency Planning & Out-of-Hours Operations:

- Ability to design and lead out-of-hours response systems, rota design, and real-time incident handling. Must show resilience and reliability during urgent and high-risk events.

Strategic and Operational Leadership:

- Ability to lead and motivate diverse teams, build a safety-first culture, and maintain accountability across multiple service areas.

Risk Management:

- Skilled in identifying, mitigating and escalating operational and compliance risks across buildings, people and systems. Experience in regulatory inspections and reporting to HSE or insurers.

Technical Awareness:

- Familiarity with building systems (e.g. fire alarms, CCTV, electrical), maintenance software, asset registers, and facilities management tools.

Communication & Political Acumen:

- Ability to present reports and complex risk or works information to Councillors, Committees, and stakeholders clearly and confidently. Skilled in relationship management with contractors, consultants and partners.

IT and Record-Keeping:

- Competent with Microsoft Office, digital asset management systems, contractor compliance platforms, and reporting dashboards.

Essential Qualifications:

- NEBOSH General Certificate (or equivalent H&S qualification)
- Facilities Management or Building Services qualification
- IOSH Managing Safely Desirable Qualifications/Knowledge:
- Chartered Institute of Building (CIOB) or RICS affiliation
- Public sector procurement training (e.g. CIPS)
- Extensive experience in commercialising assets, property and land
- Experience working in a local government environment
- Familiarity with local authority insurance, legal claims, and public liability
- Experience with carbon reduction strategy, sustainable procurement or fleet transition.
- Familiarity with place-based improvement and community-led town enhancement work.
- PRINCE/Project Management qualification





01637 878388



<https://www.newquay.gov.uk/>

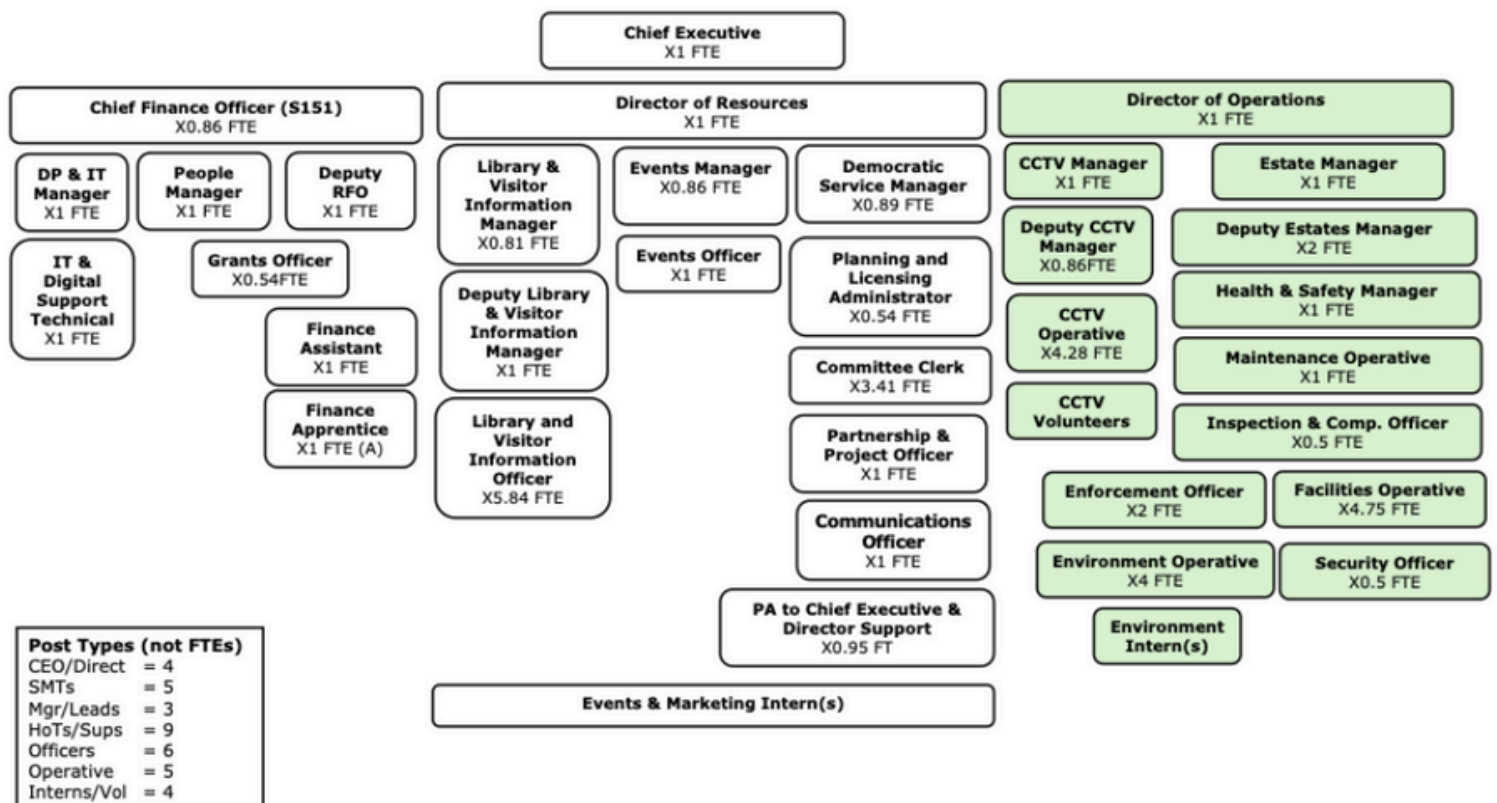
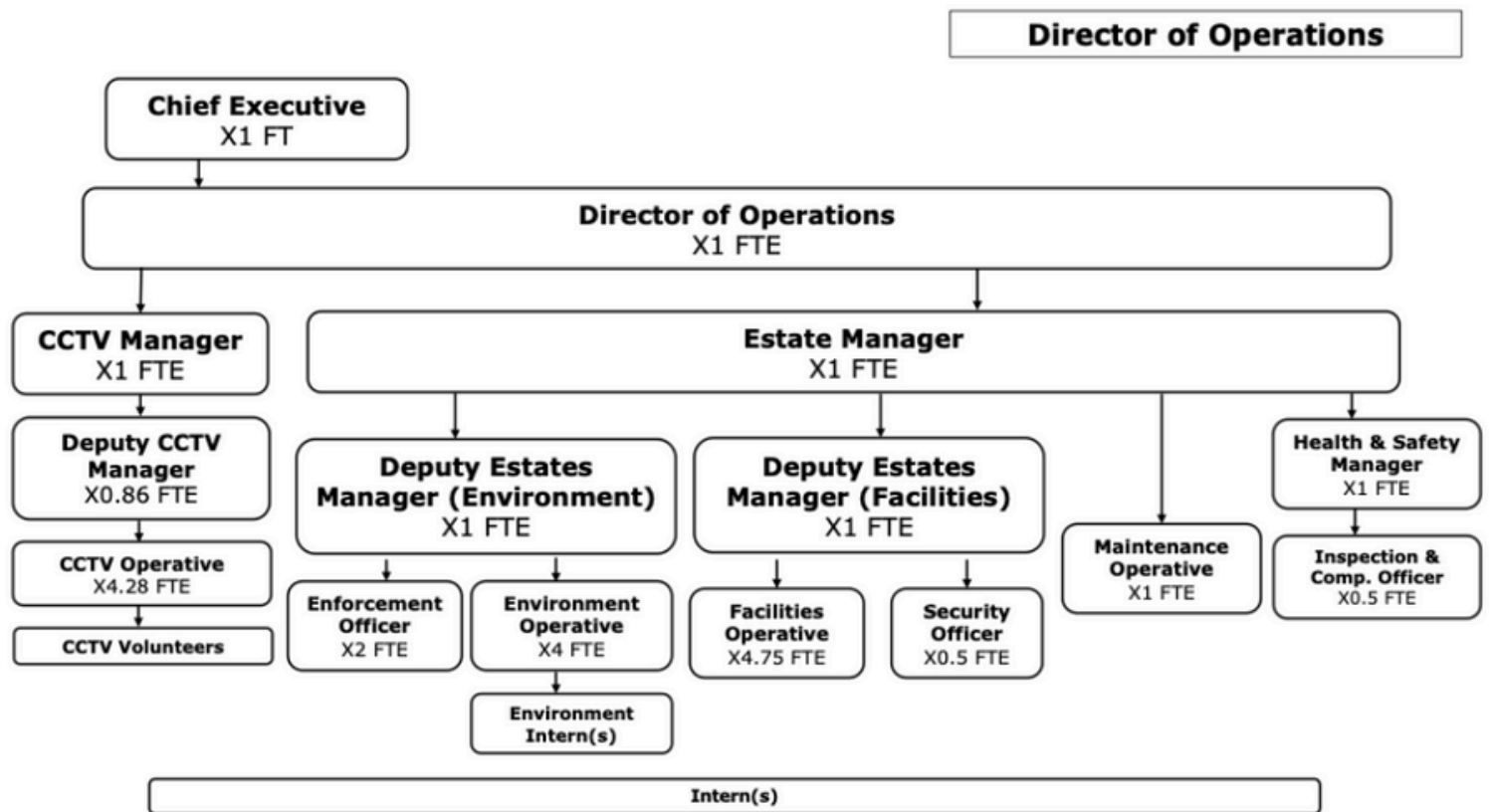


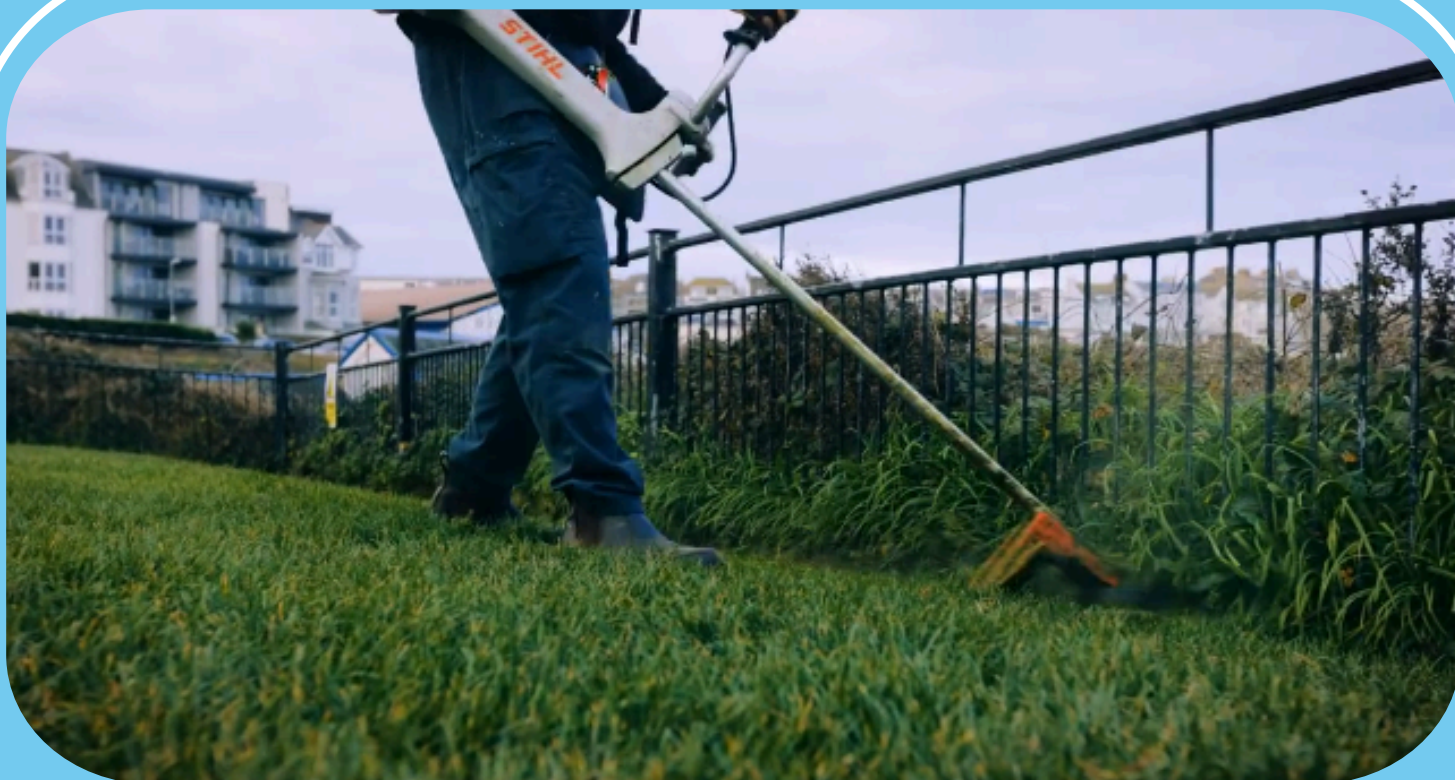
Key Operational Requirements:

- Designated as the Council's Competent Person in relation to Health and Safety and Risk Management.
- Responsible for the planning, reporting (at committee), and implementation of service improvements, projects and commissions within service areas.
- Handling complaints regarding service areas and areas of responsibility
- Stepping in to cover service delivery, which may be on weekends, bank holidays and evenings – in rare instances this may include events or cover of other director's areas in emergencies
- Be on the "On Duty" rota for directors and senior officers
- Monthly Director Meetings
- Monthly Management Meetings
- Monthly feedback meeting with colleagues (informal meeting – accessing each director)
- One to ones with the team on a monthly basis.
- Attending relevant committee or Full Council meetings to present reports or for service/activity/decision-making scrutiny.
- Representing the Council (and Chief Executive) on outside bodies and within other external meetings or conferences as needed/relevant
- Office – Based within Mount Wise Centre Office and at-least 3 days per week in the
- Director's Office (combined office with other directors, finance and HR)



STAFF STRUCTURE





Key Terms and Conditions

- **Salary:** Grade 12 (SCP 44-47 / £55,801-£59,922) Starting on £55,801.
- **Contract:** Permanent, full-time (37 hours per week).
- **Location:** Municipal Offices, Newquay (currently 5 days per week, but we are looking at adopting a new policy of a minimum three days per week office-based).
- **Pension:** Local Government Pension Scheme.
- **Leave:** 25 days increasing to 28 days after 5 years continuous service (excluding public and bank holidays)
- **Other:** Participation in out-of-hours director rota and emergency cover. Staff parking available on a first come first served basis. Access to Cycle To Work and Tech Schemes as well as Thrive wellness app.



01637 878388



<https://www.newquay.gov.uk/>

How to Apply

If you are interested in this opportunity we encourage confidential conversations with our recruitment partners Public Leaders Appointments in advance of your application, details below: Anna Jay, MD: anna@publicleadersappointments.com or Melissa Stewart, Associate: melissa@publicleadersappointments.com

In order to apply, please submit a CV which should be supported by a covering letter of no more than 3 sides of A4. Your cover letter should outline your motivations for applying, and highlight how your skills, knowledge and experience meet the requirements of our new Director of Operations.

Please also provide details of two professional referees, one of whom must be your current or most recent employer (references will not be taken up without your prior consent).

Applications to be submitted to –
applications@publicleadersappointments.com by midday on Wednesday 10 November 2025 with reference 'NTC OPS'

If you are shortlisted, you will be invited to meet members of the team and tour the services you will oversee at the time of interview. This will take place on Wednesday 10 December 2025.

We are committed to providing equal opportunities for all candidates. To ensure we can make any necessary adjustments for the recruitment process, please let us know if you require any specific support or adaptations due to a disability.

Closing date: Monday 10 November 2025 (midday)

Interviews: Wednesday 10 December 2025 for shortlisted candidates

Equal Opportunities

Newquay Town Council is committed to being an inclusive and diverse employer. We welcome applications from all sections of the community and ensure that no candidate or employee receives less favourable treatment on the grounds of gender, marital status, race, disability, age, sexual orientation, religion or belief.





Newquay Council

