


<b>Job Description Template</b>			
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<b>Creation Date:</b>	25/05/18	<b>Next Review Date:</b>	25/05/20

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### **Job Description –Operations Manager**

<b>Department/location:</b>	Midlands Region/ Rugby
<b>Hours of work:</b>	40 hours per week, Mon-Fri 0830-1700 and as required to meet the needs of the business
<b>Reports to:</b>	General Manager – Midland Region
<b>Holiday:</b>	25 days plus 8 bank holidays per annum
<b>Other benefits:</b>	Company car or car allowance, company bonus scheme, death in service benefit, company pension scheme

#### **General:**

Reporting to the General Manager, the Operations Manager is a key role responsible for the line management of all operational managers and staff reporting to the Rugby depot, to continually improve and exceed requirements. You will be able to effectively prioritise your workload, and delegate, to meet up and coming deadlines and customer requirements.

You will be in a high-profile position to manage a professional industrial cleaning service to include manual, vacuumation, high pressure/ultra-high pressure water jetting and confined space cleaning / decontamination including working with hazardous substances as required by customers in a cost effective manner.

#### **Main Duties:**


- Manage your Operations Centre in line with the annual budget, to meet and exceed financial targets.
- Planning the effective supply of labour and equipment resource across the client base to meet customer and budgetary requirements, maximising divisional profitability.
- Client Management, hold regular review meeting with clients to ensure customer satisfaction.
- Ensure all work is completed properly and with the correct details to allow for timely billing through the invoice system.
- Operational Management: Liaise with plant manager to ensure that relevant equipment is effectively maintained.
- Operational Management: Working with QHSE team, ensure risk assessments and method statements (RAMS) are maintained for all tasks, regularly reviewed, communicated to and understood by all Operatives/Labourers within the Technical Supervisors area of responsibility.
- Training and mentoring of all team members.
- Liaise with HR Department to ensure training and development are carried out to company standards. Manage employee performance through appraisals, probation reviews and the disciplinary procedure. Review job descriptions and interview for potential new employees as required. Manage absences and timekeeping and ensure all data is communicated with HR.

#### **General H&S Responsibilities:**

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses through the IMS system.
- Promote Health and Safety at all times.
- Audit and monitor QHSE tasks on site.

#### **Other General Responsibilities:**

- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.

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- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

### Person Specification

Qualifications/Training	E / D*	How assessed***
IOSH Managing Safely	E**	Application
Confined Space Entry Awareness	E**	Application
Driving Licence Cat B	E	Application
<b>Experience</b>		
Management of a P&L account	E	Application/interview
Management/Supervisory experience	E	Application/interview
QHSE experience	E	Application/interview
Industrial Services Experience / Water Jetting Safety Awareness	D	Application/interview
Waste Management Experience	D	Application/interview
<b>Specific Post Knowledge/Skills</b>		
High level IT User	E	Application/interview
Knowledge of customer base and requirements	E**	Application/interview
<b>Personal Characteristics</b>		
Good communicator in written & spoken English	E	Application/interview
Ability to constructively challenge work practices	E	Application/interview
Punctual, flexible and organised	E	Application/interview

\*Essential or Desirable

\*\*Essential but may be achieved post-employment

\*\*\*Application Form or CV; Interview; Presentation; Practical Assessment