

## **JOB DESCRIPTION**

<b>Job Title:</b>	Operations Manager
<b>Reporting To:</b>	Managing Director
<b>Key Relationships:</b>	Project Managers Design department manager Fabrication department manager Sales department Manager Install department manger Practice manager

### **Job Purpose**

To manage operations across all departments to enable design, site, production, environmental, commercial and health and safety targets to be met.

### **Main Duties of Role**

- To coordinate the project teams and departmental heads, in line with the Company Values and Vision; year plan and budget.
- To facilitate and enable the resources for running of projects through robust planning.

### **KRA 1: Operations**

- Build and manage the Health & Safety protocol and systems alongside external H&S consultant.
- Act as a role model for Health and Safety: encourage and empower colleagues within the team to take responsibility for H&S.
- Health and Safety notifications / Liaise with external H&S consultants.
- Ensure stock management /efficiencies and productivity are all achieved.
- Ensure consistent quality of product and service delivery.
- Carry out profit analysis- tracking of projects- co-ordinating information produced by project managers to build company-wide picture.
- Analyse total operating costs and labour and the development or action plan to reduce costs and time.
- To allocate the resourcing of labour against operational needs.
- Monitor and measure fabrication quality and delivery performance.
- To review and develop internal processes and implement to carry out your role.
- To support departmental heads in resource needs. To administer resource programming of all project labour staff both in the workshop and remote teams.
- To liaise with sales department on utilisation throughout the business.
- Develop and implement a Project Quality Plan company-wide system.

## KRA 2: Planning & Communications

- To hold regular meetings with department heads and Project Managers for the purpose of any resource planning and any current or future plans.
- To manage the communications link between the Stakeholders and Project Managers.
- Co-ordinating project programs into a master company program. Feeding back to project managers where changes are needed.
- Providing feedback on performance across all projects (via Company Software and other reports) to the Managing Director, and the Weekly Operations meetings as required.

## KRA 3: Staffing

- To ensure that staff are inspired, motivated, guided, supported and developed in accordance with the Company strategy and values.
- To review direct reports, ensuring training and developmental needs of the staff and business are met.
- To assist with administering probationary reviews, appraisals, disciplinary process.
- To ensure that at all times statutory provisions are complied with, and that, wherever possible, other Directives and Regulations and best practice guidelines are followed.

## KRA 4: Strategic

- To take part in and reporting to the Weekly Operations meetings.
- From time to time, participating in the decision-making process of the Board of Directors.
- To perform ad-hoc duties as directed from time to time by the Board of Directors.

## KRA 5: General

- To ensure that the Company meets all statutory and other external requirements, and to fully meet the needs and requirements of the Board of Directors.
- To review the financial performance measurement systems and quality systems and to work with operational staff to identify actions to improve the results and the craft of our work.
- To take responsibility for self-development and ensure own training is current.
- Procurement – to facilitate through commercial arrangement procurement routes for materials.
- Oversee Buildings security and maintenance; ensuring the building is kept to a good working condition. Including Electrical safety, fire safety and general safety.

## KRA 6: Health & Safety

- To be responsible for Health and Safety system
- To assist the Company in meeting their Health and Safety obligations.
- Due diligence for your and your colleagues' safety.