



Job Description

Job Title: Operations Manager
Reporting to: Operations Director

Hours: Monday to Friday 6.30am - 16.00pm + Late Lock up
Salary: £TBC Basis Salary + Bonus £TBC

Tasks and Responsibilities

Purpose of the Job

Working closely with the Operations Director you will be tasked with the management of the installation teams, including working closely with the existing team of technical supervisors, to ensure that sufficient quality and quantity of work is maintained. To proactively manage and develop the team to help reduce remedial works to ensure maximum customer satisfaction and help eliminate incurring additional costs through identifying the need for additional training or ultimately disciplinary meetings and measures. Role also involves face to face discussions with clients to resolve installation issues and other matters

Role Responsibilities

- Ensure that all morning duties are carried out effectively and in a timely manner by each Supervisor.
 - Team Allocation & Diary Management
 - Team Equipment
 - Motivate Teams to leave the yard by 7.00am
 - Ensure Teams are in the correct vehicles
- Remedial work + Quality check to be carried out on each job
- Checking through daily job sheets to identify any installation issues pre and post installation
- Produce regular reports as required
- Recording and reporting on technician weekly wages
- Working in conjunction with the transport manager to ensure that the fleet of vehicles is maintained and kept operationally efficient
- Work with the warehouse staff to ensure the maintenance of the plant machinery and all other equipment as necessary
- Liaising and working in conjunction with the Customer Care Department in resolution of difficult issues
- Conduct regular performance appraisals for Scheduling/Surveying and Technical staff
- Conduct investigation and disciplinary hearings for operational staff
- Recruitment of technical staff
- Liaise with the Transport Manager to check start and finish working times. Raise any issues with scheduling if long/late hours highlighted by Tuesday/Wednesday
- Full understanding of the driving times and working times regulations
- Non conformances to be logged on performance logs and meeting arranged
- Carry out performance review meetings, use performance log as a tool
- Carry out one to one meetings with allocated 'Group'
- Performance non-conformances identified through quality checks, blow outs, remedial's to be investigated with individual/team within 5 days. Information and evidence to be recorded on performance logs
- Liaise with Operations/Customer Care/Health & Safety on topics to be highlighted and implemented
- Generate topics as a group from weekly findings

- Participate in the Late Lock-Up rota
- Mon/Wed/Fri opening up at 06:30am

Flexibility

Due to the nature of the business a degree of flexibility is required to carry out these duties to their full extent

Bonus Structure

Individual and Group Performance bonus - objectives are set by Operations Director on the 1st of the month to the end of the month. Bonuses will be based on a month in arrears.

Tools, equipment and van provided to carry out role.

The closing date for this position is 31 January 2012

Salary will be dependant on experience and qualifications