

<b>Role</b>	Operations Manager	<b>Location</b>	North East England
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<p><b>Role</b></p> <p>An exciting opportunity has arisen for an experienced Operations professional to lead our Services and Delivery teams at our regional office in the North East of England.</p> <p>We are looking for an ambitious individual capable of working within a fast-paced environment to proactively identify and deliver transformational change. Service excellence and the consistent and impactful planning, management and delivery of projects and services to our wide range of clients is critical to this role.</p> <p>The Operations Manager is responsible for all aspects of business operations including resource management, procurement, support services, project finances, engineering, and ensuring the successful management and delivery of service contracts and projects.</p> <p>Additionally, the Operations Manager will be expected to embrace and support our customer first ethos, working to strengthen client relationships and ensure the successful continuance of business operations, to deliver client satisfaction and secure future growth.</p>
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<p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Inspire, manage and lead all aspects of Operations and Delivery functions</li> <li>• Responsibility for P&amp;L revenue and profit contribution to overall business targets</li> <li>• Recommend and implement improved processes to help deliver transformational change</li> <li>• Promote a business culture that actively encourages proactive performance and morale</li> <li>• Manage team performance and workloads to achieve goals and utilisation targets</li> <li>• Deliver effective projects, improving financial performance and optimising costs</li> <li>• Act as the point of contact for escalation and resolution</li> <li>• Overall responsibility for divisional and client reporting</li> <li>• Responsible for HSEQ, continually promoting and enforcing, ensuring we always perform to current legislation</li> <li>• Develop and implement best practices guidelines throughout the Operations function</li> <li>• Maintain and maximise recurring support contract renewals and drive new business opportunities</li> <li>• Produce and present monthly cost management performance reports</li> <li>• Attend regular Management meetings</li> </ul>
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<p><b>Who should apply?</b></p> <p>Prior experience in a Senior Operations role would be preferred, however we also welcome applications from ambitious and experienced Project or Contract Managers who are looking to move into a wider role.</p> <p><b>Skills &amp; Experience Required</b></p> <ul style="list-style-type: none"> <li>• Commitment to providing the highest level of support and quality</li> <li>• Customer &amp; Service Focused with the ability to work across all levels of a business</li> <li>• Strong and demonstrable commercial and financial acumen</li> <li>• Exceptional problem-solving skills</li> <li>• Good understanding of HSEQ</li> <li>• Excellent verbal and written communications skills</li> <li>• Exceptional planning and people management skills</li> <li>• Strong third party and contract management and a skilled negotiator</li> <li>• Demonstrable financial and commercial understanding</li> </ul>
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