

Operations Hub Co-Ordinator

Job Title:	Operations Hub Co-ordinator
Department:	Operations
Reporting to:	Operations Support Manager
Responsible for (staff):	None
Location:	Redditch
General Purpose of Role:	To remotely support the Field Operations and TPE teams with organisational reporting and communications. This is a high level administrator position, with the main focus being to improve operational efficiency, while also providing analytical support to identify trends and opportunities within the business.

ACCOUNTABILITIES

- Responsible for arranging all travel requests, whilst being mindful of the overall budgetary impacts.
- Act as remote RBEM support for those colleagues managing more than one region, in conjunction with RBEM annual leave, sickness, or vacancies. Follow RBEM support process flow.
- Administer the Call divert process for our field managers when they are un-contactable, receiving calls, taking messages and routing correspondence accordingly.
- Conduct research, collect and analyse data to prepare reports and documents on a weekly, periodic and quarterly basis.
- Oversee the maintenance and adherence of the weekend working / on call information system to ensure accurate and complete data.
- Deputise for the Operations Support Manager when they are on Annual Leave / Out of the business.
- Collate Regional Operational Manager feedback and distribute weekly.
- Completion and circulation of consistent trackers and updates, to aid with operational performance.
- Monitor / action and maintain multiple email Inboxes as required.
- Create and maintain field management rotas. Conducting weekly checks to ensure accuracy.
- Act as a point of contact between RBEM's and internal / external stakeholders.
- Support various manager's and team's calendars by planning and scheduling meetings, workshops, teleconferences, and training sessions.
- Responsible for occasional managing and monitoring PAT Testing Compliance, liaising with technicians and contractors to ensure due diligence via the Data Station System.
- Data input and administrative maintenance of internal systems, such as Security Crib sheets / PIRRs and Smart Sheet updates.
- Support the TPE team with administrative support of their Estimate queue, Daily dashboard and reporting.
- Approve / Reject / Request re-estimates on Verisae as and when required.
- Act as a conduit for providing information for TPEs if they are out on site visits.
- Support with project work as and when required and cascade important / relevant information to the appropriate teams.

- Liaising with internal departments where necessary, acting as first line support for Senior Management / Director requests.
- Provide updates & information on Key Performance Indicators and Service Level Agreements.
- Support the Operations Team with ad hoc projects / presentations and reporting, as and when required

KNOWLEDGE AND SKILLS

Experience:

- Strong planning, analytical and organisational skills
- The ability to interact confidently with people at all levels
- Flexible 'can do' attitude
- Ability to handle sensitive and confidential information in a professional manner
- High level of attention to detail

Knowledge:

- IT literate and proficient in the use of Microsoft Office applications
- Experience of FM and / or retail operations is highly desirable

Skills Competence:

- Excellent interpersonal skills and written communication skills
- Self-motivated, self-disciplined with strong time management skills
- Ability to prioritise and manage conflicting deadlines

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

JOB

DESCRIPTION

OTHER FACTORS

The post holder must be able to work flexibly, as determined by business requirement. This may involve travelling to other Arcus offices or client's premises.