

## ASSISTANT OPERATIONS MANAGER

Job Title:	Assistant Operations Manager
Department:	Operations
Reporting to:	Operations Manager
Responsible for (staff):	TBC
Location:	Field Based
General Purpose of Role:	<p>The Assistant Operations Manager will be responsible supporting the Operations Manager for their Zone in terms of it being a business unit and will be required to be part of the review of all budget and costs across their P&amp;L, they will be responsible for managing reactive day to day works through their Area Support Manager and Managing Engineers and also be expected to assist in developing and implementing strategy and the longer term plans for service delivery and future opportunities.</p> <p>The role will be focused on current service delivery to identify improvement areas needed and opportunities to change the way we work.</p> <p>The Assistant Operations Manager will also be given specific project delivery works set by the Operations Manager and the business to deliver.</p>

### PRINCIPLE ACCOUNTABILITIES

- Drive and exemplify high standards of H&S , develop the safety culture in the business.
- Achievement of service level agreements and key performance indicators through delivery of all contracted services, as per contract.
- Driving performance improvements in customer service, operational services and productivity, through the effective management, training and development of teams. Look at initiative that reduce cost whilst maintaining reliability.
- Support the Operations Manager in the cost efficiency and profitability and in conjunction with Finance, monitor the financial results and assess cost efficiencies.
- Reinforce ways to ensure competitive advantage through encouraging the delivery of creative and diverse projects.
- Work alongside the HR Business Partner to manage career development of staff to ensure maximum productivity and retention.
- Deliver projects as assigned from the Business, Operation Manager and Own Initiative, deliver at least one personally developed initiative for cost improvement, customer service, H&S or PPM efficiency.
- Each team managed by this role has a significant contribution to overall effectiveness and contract profitability

### OPERATIONAL ACCOUNTABILITIES

- Support the operations Manager to ensure that all strategic objectives are met and quality standards continue to improve
- Support the management team to deliver business objectives
- Support in the management of departmental expenditure within agreed budgets
- Ensure that the Health and Safety objectives are implemented consistently throughout the business; promote a corporate approach and lead by example
- To ensure that all agreed KPI targets are met and that sufficient resource is in place to deliver
- To work with 'Parts Team' to ensure that there are parts are delivered on a timely basis to achieve high levels of service
- To analyse stats regularly and forecast any areas of potentially poor performance and put corrective action plans in place
- To provide positive support to colleagues and team members with clear objectives and guidance for direct reports and colleagues within the wider business
- To actively look for ways in which the service could be improved; define benefits of making changes

## KNOWLEDGE AND SKILLS

### Specific Qualifications

- ONC/HNC in an engineering discipline C&G 2391 – Ideal but not essential
- IOSH Managing Safely or equivalent

### Experience

- A proven track record within a management role in the Mechanical, Electrical and Refrigeration services with the retail sector or FMCG
- Previous demonstrable management role within a similar industry
- Have the ability to identify and implement innovative and effective business improvements
- Regulations relating to services provided

### Knowledge

- Effective P&L management, delivering profitability
- People management systems and processes
- Customer Service standards
- Developed knowledge of H&S systems, process and procedures

### Skills Competence

- Committed to delivering the highest levels of health and safety
- Excellent communication skills, ability to influence and use diplomacy with clients and colleagues
- Actively drive team targets
- Numerate

## VALUES & BEHAVIOURS

- This position is suited to a self motivated, forward thinking and strong team player, enthusiastic about, and committed to, delivering the best for the client
- Strong leadership skills
- Be results driven and customer focussed
- Communication and interpersonal skills
- Creative thinking and problem solving
- Decision making and influencing
- Proactive
- Trustworthy
- Team worker
- Self-starter
- Resilient

## OTHER FACTORS

- The post holder must be able to work flexibly, as determined by business requirements, including an on call rota with office based weekend working. The post holder must have the ability to be to respond to critical situations and if required attend site OOH.

- The Post holder must have a valid driving licence.