



OPERATIONS MANAGER

JOB DESCRIPTION

Concept Projects Group is currently seeking a proactive and motivated Operations Manager to join our dynamic project team.

As an Operations Manager, you will play a key role in driving the company forward in alignment with our vision, strategy, and values. Thriving in a fast-paced startup environment, you will provide senior-level management of resources, finances, health and safety, performance, and legislation.

We are looking for individuals with personal pride, motivation, and a strong desire to deliver work to the highest standards.

RESPONSIBILITIES INCLUDE:

- Providing day-to-day management of client-facing company resources
- Developing resource strategies and ensuring appropriate levels to meet workload demands
- Overseeing and improving company facilities, business assets, IT systems, and operational processes
- Driving and promoting health, safety, environmental and quality standards
- Driving and promoting the company mission, vision and values
- Inputting/preparing proposals and bid reviews. Providing support to business development opportunities as appropriate
- Effective resource management including project planning, forecasting recruitment, on boarding, retention and management of agency supplied workers
- Developing weekly resourcing rotas
- Overseeing project governance standards, managing PMO improvement.
- Overseeing client liaison on all operational issues
- Supporting project managers during required times of crisis management.
- Co-ordinating new employee contracts, pay reviews and implementation of changes to employment law
- Effective management of company legislation responsibilities and legal compliance
- Overall financial strategy management for the business, including budget, profit, forecasting and financial reporting to managing directors
- Effective performance management of operational team
- Management and review of timesheets and other employee systems, including data analysis

- Co-ordination of ERP system design, implementation and utilisation
- Organising the repair and routine maintenance of company equipment, assets and facilities
- Driving the business improvement plan
- Attending project review meetings as required
- Developing competencies across all operational disciplines
- Identifying and arranging employee training and development
- Authorising and managing operational team holidays and other approved leave
- Managing operational sickness absence
- Other reasonable adhoc duties as requested by managing directors

KEY ACCOUNTABILITIES

- Ensure zero harm to all personnel (including employees, clients and sub-contractors)
- Uphold company safety standards across day to day business operations.
- Ensure all work quality is to the agreed company standard
- Define operating procedures and drive adherence
- Ensure appropriate resource levels at all times
- Ensure project governance is maintained across project team
- Set and achieve operational KPIs
- Management of operations budget
- Oversee customer time, quality and delivery expectations
- Successful relationship management with key clients and team members
- Input to and the resolution of client queries
- Effective leadership and performance management of operations team
- Effective communications across the operations team
- Drive operational competence to deliver client needs
- Successful implementation of ERP system
- Robust leave and sickness management

SKILLS AND EXPERIENCE REQUIRED:

- HNC in an appropriate technical subject and membership with a relevant institution.
- Minimum 5 years of experience in an operations role.
- Minimum 10 years of experience in project management, planning, or commercial roles in manufacturing or industrial environments.
- Strong team-working and interpersonal skills.
- Innovative mindset, continuously seeking to improve and challenge norms.
- Effective listening skills focusing on customer needs and challenges.
- Proficient in planning, coordinating assets, and resources in a timely manner.
- Leadership skills to effectively lead and inspire others.
- Operational level commercial and technical awareness.
- Critical evaluation of contractual and commercial information.
- Understanding of project risk and risk management processes.
- Protection and development of operational client relationships.
- Strategic assessment and delivery of long-term skills needed by the business.
- Utilisation of modern management techniques (e.g., LEAN) and other management tools.

WHAT YOU GET IN RETURN:

- Remuneration package: £65,000-£80,000 per year (dependent on experience)
- Full-time contract
- 23 Days holiday plus Bank Holidays (increasing to 25 days after probation period)
- Flexible working
- Company pension
- Regular training and development opportunities
- Inclusive employee benefits, including a gym membership to support your well-being
- Provision of a company laptop and a company phone