


Job Description Template			
	Document Number: FG_HR_P.01 Form 08	Version no: 2	Page Page 1 of 3
Creation Date:	25/05/18	Next Review Date:	25/05/20

*All copies uncontrolled if printed*

## IS Operations Manager (Hull)

<b>Department/location:</b>	Hull IS
<b>Hours of work:</b>	40 hours per week as required. Standard office hours are 0830-1700
<b>Salary:</b>	Commensurate with responsibilities and experience
<b>Reports to:</b>	General Manager, Future IS Yorkshire
<b>Holiday:</b>	25 days plus 8 BHs PA
<b>Other benefits:</b>	Company car allowance, bonus scheme, pension scheme, laptop, mobile phone, Death in Service


### General:

Reporting to the General Manager, the Operations Manager is a key and influential role which demands an effective approach to the management of five key areas: HSE Performance, People, Assets and Vehicles, Budget and Project Execution:

- Take responsibility for the attainment of operational KPI's, meeting HSE targets and developing operational processes which deliver continual improvement.
- Manage and develop a team of Industrial Services Supervisors, Operatives and LGV Driver's operating across the UK and Ireland.
- Ensure operational assets, equipment and vehicles are fit for purpose, legally compliant, and operated through a planned preventative maintenance programme.
- Develop suitable planning tools to support the management team relating to efficient resource allocation and the subsequent balancing of demand to availability.
- Be involved in all aspects of safety management relating to service execution in a high-risk environment.
- Be customer focused by supporting and promoting Company values to enhance profile and reputation in the Specialist Industrial Cleaning sector.

### Main Duties:

- People and Personnel Management
  - Develop and conclude team training, appraisals and personal development plans aligned to competency needs and a regional business succession plan in liaison with the HR Co-ordinator.
  - Deal with line management disciplinary matters.
  - Manage personnel recruitment, induction and retention requirements as the business evolves including the utilisation of agency personnel.
- Budgets
  - Develop operational budgets (Monthly / Yearly) relating to capital plant and equipment aligned to a strategy of replacement / upgrade / development.
  - Manage the allocation of personnel and the associated payroll costs in line with company policy.
  - Develop an efficient repair and maintenance strategy whilst tracking asset costs.

Job Description Template			
	Document Number: FG_HR_P.01 Form 08	Version no: 2	Page Page 2 of 3
Creation Date:	25/05/18	Next Review Date:	25/05/20

*All copies uncontrolled if printed*

➤ Health & Safety

- Lead the operational team to deliver safety excellence managed through safety leadership, best practice and relevant lagging and leading safety indicators.
- Support the development and peer review of safety documentation relevant to operational execution including COSHH, CSR, WAH, PUWER and LOLER.
- Input information to the company safety tracking system 'Effective Software', review safety incidents and support accident investigation processes in conjunction with the HSE team.
- Manage the Hull IS team HSE consultative committees.
- Undertake regular safety inspections and audits.

➤ Assets and equipment

- In liaison with the workshop, ensure capital assets are assessed, repaired and maintained to meet availability and dependability criteria.
- Track and monitor asset status, utilisation, cost and condition.

➤ Project Execution


- Take responsibility for the planning and allocation of resources (capital & human) to meet the demands of the day to day business.
- Liaise with the local business development managers to plan and co-ordinate the use of those resources.
- Develop and maintain planning tools and reports to support the regular reporting of resource planning and managing out conflicting demands.
- Maintain communications/co-ordination and liaison with remote and local operations.

**General H&S Responsibilities:**

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.

**Other General Responsibilities:**

- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

Job Description Template			
	Document Number: FG_HR_P.01 Form 08	Version no: 2	Page Page 3 of 3
Creation Date:	25/05/18	Next Review Date:	25/05/20

*All copies uncontrolled if printed*

## Person Specification

Qualifications/Training	E / D*	How assessed***
Cat B driving licence valid for UK to visit customers, carry out site visits	E	Licence
Level 3 or ideally higher management qualification	E	Cert.
IOSH Managing Safely or ideally a higher H&S Management qualification	E	Cert.
	E	Cert.
<b>Experience</b>		
Relevant industry experience in an operational role ideally in an industrial cleaning, environmental management or waste management role.	E	CV/I
Managing HSE to high standards and the implementation of a robust safe system of work for working in high risk areas.	E	CV/I
Effective and compliant organisation of HR related aspects of operational management.	E	CV/I
<b>Specific Post Knowledge/Skills</b>		
Technical knowledge relating to the execution of industrial services activities including tank cleaning, HPWJ, cold cutting, Jetvac/disab and / Vac Tanker Operations.	E	CV/I
HSE expertise, including risk assessment development and appraisal.	E	CV/I
HR related legislation	D	CV/I
Knowledge of quality management procedures preferably with knowledge of ISO 9001	E	CV/I
<b>Personal Characteristics</b>		
Conscientious and self-motivated, meticulous with drive and ambition.	E	I
Commitment to developing own skills and knowledge whilst developing other team members to improve quality of service to customers and grow the regional business and its market share	E	I

\*Essential or Desirable

\*\*Essential but may be achieved post-employment

\*\*\*Application Form or CV; Interview; Presentation; Practical Assessment