


Senior Operations Manager – SIS Yorkshire Division

	Document Number: FG_HR_P.01 Form 08	Version no: 1	Page Page 1 of 3
Review Date:	01/02/2024	Next Review Date:	01/02/2026

All copies uncontrolled if printed

Job Description

Department/location:	Hull - SIS Yorkshire Division
Hours of work:	Mon-Fri 0830-1700 and additional hours as required to meet the needs of the business
Reports to:	General Manager SIS Yorkshire
Holiday:	25 days + 8 Bank Holidays PA
Other benefits:	Bonus scheme, car allowance, life insurance, health insurance, company pension scheme (3% employer contributions, 5% employee)

General:

The Senior Operations Manager is responsible for the operational control and overall management of teams of Industrial Services (IS) Operatives. Reporting to the General Manager (GM), this is a key and influential role which demands an effective approach to the management of five key areas: Health, Safety, Environment and Quality (HSEQ) Performance, People, Assets and Vehicles, Budget and Project Execution.

Working in support of the GM, you will manage the IS team to carry out required operations with the aims of exceeding customer expectations and continually improving team output. Through close liaison with Company management and the customer you will prioritise your workload to meet current and upcoming demands ensuring operations run smoothly. You will be responsible for ensuring operational IS teams fully comply with legal, Company and customer HSEQ requirements.


The Senior Operations Manager is a pivotal contact for customers and you will lead from the front promoting good working practises by setting the highest personal standards in safety, attendance, behaviour, courtesy, and professionalism always. When the GM is away from the Hull site, you will deputise for the GM role and duties as directed.

Main Duties:

Operational:

- Ensure all IS operations are planned, resourced and carried out efficiently and with the aim of exceeding customer expectations.
- Take overall responsibility for the attainment of operational KPI's, meeting HSEQ targets and developing operational processes which deliver continual improvement.
- Prioritise tasks to improve HSEQ performance of the Division by undertaking inspections, audits and investigations; full adoption of the 'EcoOnline & Effective Software' safety reporting system, ensuring an effective safety communications protocol.
- Ensure all work activities are covered by robust RAMS which are communicated to all personnel involved in the work.
- Ensure commercial activities are adequately resourced and focussed on business growth.
- Develop and support initiatives to increase task / project efficiency and profitability.
- Provide support for new projects or task start-ups to ensure their smooth implementation and integration into operations.
- Ensure HR support works to maintain safe levels of staffing and training.
- Mentor all management staff to continually improve and develop their skills and knowledge.

Senior Operations Manager – SIS Yorkshire Division

	Document Number: FG_HR_P.01 Form 08	Version no: 1	Page Page 2 of 3
Review Date:	01/02/2024	Next Review Date:	01/02/2026

All copies uncontrolled if printed

Customer Support:

- Be customer focused by supporting and promoting Company values to enhance profile and reputation in the Specialist Industrial Cleaning sector.
- Liaise with existing customers to ensure continued good working relations and take action to improve service quality.
- Be at the forefront of business interaction with customers, liaise with the customer to ensure they are kept fully informed of progress.
- Conduct site visits and scope potential works.

Budgets:

- Oversee operational budgets (Monthly / Yearly) relating to capital plant and equipment aligned to a strategy of replacement / upgrade / development.
- Oversee the allocation of resources (personnel, vehicles and equipment) and the associated costs in line with company policy.
- Oversee an efficient repair and maintenance strategy whilst tracking asset costs.

Personal responsibility:

- Be available to respond to new and existing customer requests and provide 24-hour cover on a rota basis if required.
- Lead by example and set high standard of professionalism.
- Assist General Manager as required:
 - Regular 121s for team members,
 - Incident investigation,
 - Deliver toolbox talks,
 - New employee interviews.


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 immediately.
- Ensure all staff are aware of and follow group HSEQ, HR, Finance and Fleet procedures.
- Develop and implement procedures specific to hull where these are not covered by group procedures.

Other General Responsibilities:

- Maintain the physical security of FIS equipment in your possession along with any goods transported in accordance with Company Security policies.
- Maintain the security and confidentiality of Company information and data in accordance with Company IT Security and Data Protection policies.
- 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.

Senior Operations Manager – SIS Yorkshire Division

	Document Number: FG_HR_P.01 Form 08	Version no: 1	Page Page 3 of 3
Review Date:	01/02/2024	Next Review Date:	01/02/2026

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/inspections	E	CV
Level 5 or higher management qualification or be able to evidence equivalent through experience	E	CV
WJA Water Jetting Safety Awareness & relevant operational modules from: Surface Prep, Drains & Sewers, Tubes & Bundles, UHPWJ	D	CV
Confined Space training to C&G 6150 or 6160 standards for high risk confined spaces	D	CV
CCNSG Leading a Team Safely (LATS)	E**	CV
IOSH Managing Safely or equivalent or higher e.g NEBOSH General Certificate	E**	CV
CPC Holder	D	CV
Experience		
Managing in an industrial cleaning (preferred) or waste management role	E	CV/I
Conducting risk assessments and preparing method statements to ensure safe working procedures	E	CV/I
Proven track record of effective dealing with external customers	E	CV/I/P
Specific Post Knowledge/Skills		
Detailed knowledge of industrial services procedures	E	CV/I/P
Detailed knowledge of H&S issues, preferably with knowledge of ISO 45001	E**	CV/I
Detailed knowledge of environmental issues, preferably with knowledge of ISO 14001	E**	CV/I
Knowledge of quality management procedures preferably with knowledge of ISO 9001	E**	CV/I
Computer literate to perform duties: projecting a professional image of the Company in all written communication	E	CV/I
Personal Characteristics		
Conscientious and self-motivated to act as Deputy for the General Manager to lead the Division independently acting on instructions from the Director of SIS	E	I
Commitment to develop own knowledge and expertise along with that of team members to improve quality of service to customers and grow the Division and its market share	E	I

*Essential or Desirable

**Essential but may be achieved post-employment

***Application Form or CV (CV); Interview (I); Presentation (P); Practical Assessment (PA)