



# Job Specification - External

<b>Job Title</b>	Operations Manager
<b>Department</b>	H20
<b>Location</b>	National – Based in Basildon
<b>Reporting to</b>	Managing Director
<b>Responsible for</b>	H20 Operational Team

## Role Overview:

- Develops the business upon agreement from the Managing Director with the Business Strategy for growth, Revenue Delivery, People development and Engagement.
- To lead and engage the team in all aspect of the business performance, continuously raising the bar in search of service excellence.
- Supports and Sustains the sales strategy, which will meet the forecast requirements, for the Divisional strategic objectives and add agility and resilience to the overall businesses portfolio.
- Identifies key stakeholders with in your compliance and the Lakehouse Group. Building great sustainable engaging relationships throughout the business
- Motivate, elevate the work force from management to operational team to high performance standards, meeting the business and clients expectations.

## Job Specification

### **Qualifications and experience:**

- Solid business presentation/selling skill set within the water hygiene industry
- Fully understands how to operate with in a mobile Engineering business .
- Proven Track record in managing similar engineering contracts and building relationships with individuals, teams both internal and external to achieve results and improve performance.
- Proven ability to act as a “change agent” or “change embracer” within a rapidly changing environment.



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## Responsibilities:

### Health & Safety

- ✓ Always expect high standards of H&S delivery and behaviour throughout the Region.

### People

- ✓ Directly lead and engage with Senior Management and their Management Teams to deliver excellent leadership and management of the all areas with in their Region and overall for the business.
- ✓ Demonstrate the highest example of Leadership Principles/Traits with key focus on the delivery of the Lakehouse company values.
- ✓ Work closely with the Managing Director and HR Team all people related matters, maintaining excellent communication and implementation of people agenda
- ✓ Work with Regional Management monitoring staffing levels and recruitment.
- ✓ Prioritising workload to ensure that deadlines are met as part of formal bids and associated internal approval processes.
- ✓ Provide leadership to generate an engaging and stimulating working environment that generates a positive respectful and fun place to work

### Finance

- ✓ Develop and executes plans that facilitate the achievement of the financial goals & agreed KPI & P&L metrics.
- ✓ Be the main link with clients, organising financial and contractual matters.
- ✓ Establishes a commercially aware and cost conscious management team focused on the bottom line P&L delivery.
- ✓ Responsible to drive and budget using successful leadership, organisational plans, customer service, and *outstanding* execution of all field operations strategies, consistently across the region
- ✓ Authorise wages, liaising with the Operations Managers and Payroll to insure straightforward transaction is made.
- ✓ Reviews P&L performance monthly, identifying opportunities to improve the financial delivery and areas that require investigation to ensure costs are in line with forecasted performance and margin expectations are maintained or improved.

### Commercial

- ✓ Demonstrate excellent sales and client customer delivery skills to clients/customers.
- ✓ Establish strong commination skill and problem solving whilst working alongside the Operations Manager for the client.
- ✓ Drives, Prepares and implements, company and local strategies to energise and maximise the company goals and Opportunities.
- ✓ Ensures all activities and operations are carried out in strict compliance with company and government procedure's & regulations.
- ✓ Facilitate effective communication between all levels of the business personnel to assure strong inter-company working relationships.
- ✓ Direct the delivery of equipment and repair services to ensure the most efficient, profitable utilization of personnel and inventory in assigned locations.
- ✓ Actively supports the bid team, seeing new and expired contracts through efficiently, professionally and resourcefully.
- ✓ Customer KPI's are reviewed regularly with Customer and management team to ensure they are maintained and the required performance is being delivered.
- ✓ Where Customer feedback and KPI performance indicates an unsatisfactory delivery, the lead is taken to establish a customer improvement plan and a sustained successful deliver of the plan.
- ✓ Engineer productivity is effective and well managed with efficient scheduling and day to day management of engineers by line management.
- ✓ Develops a commercially aware and cost-conscious management team focused on the bottom line P&L delivery.



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## What We Offer:

- **Competative Salary**
- **Pension**
- **Holiday Package**
- **Car Allowance**
- **Other benefits**

## Necessary skills and abilities:

- **An ability to provide visible and supportive leadership**
- **Demonstrated mastery of key business elements: Project management, P&L delivery, Change management, Client Customer delivery, Compliance.**
- **High level of personal and professional integrity that stands out in challenging and difficult situations.**