

JOB DESCRIPTION

JOB TITLE: Senior Operations Manager

LOCATION: London

REPORTING TO: General Manager

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

To assist the management of all aspects of Depots, Fleet & Operational Accommodation cleaning within the Pan TfL Contract, to work closely with and motivate the operational teams ensuring that the work is completed safely within the required timescales and budget and to support organic growth and the championing of innovative practice.

Essential qualities required include:

- flexibility
- extensive interpersonal skills
- performance management and monitoring
- continuous improvement working with the Service Improvement team
- auditing
- working with the General Manager with benchmarking and reporting
- budget management and stock control
- time management
- Excellent leadership and performance management experience

Main Duties & Responsibilities:

FINANCIAL

- To assist with the management of the operational portfolio within agreed financial parameters for resource, stock and additional works.
- To ensure payroll is dealt with in a timely fashion and managed correctly within the agreed budgets.
- Manage the operational portfolio within agreed financial parameters for resource, stock and additional works
- Prepare and present quotations
- To review and report proposed activity and spend against the payroll
- Attend monthly reviews and analysis of over and underspend

OPERATIONAL

- Fault review, report on trends and action plans weekly
- Attendance at formal client meetings as required
- To hold monthly formal documented meeting with your Senior Contract Manager (output actions communicated to GM)
- To hold quarterly formal one to ones with direct reports – capturing personal development targets, performance management and succession planning
- To manage the balance between staff and agency support/permanent agency.
- Identify training needs and implement training development in conjunction with the Training team
- Build constructive working relationships with our clients instilling confidence in our ability and delivery
- Ensure that adequate resources are available for the works to be progressed in accordance with the programme (staff and agency) including the management and reporting via payroll forms
- To manage all staff performance issues conforming to HR policies and procedures
- Be aware of the business continuity plan for the part of the business you work in
- Daily operational reports (collating information from direct reports and distributed to SOM)
- The recruitment of suitably competent operatives, charge hands and supervisors
- To manage all staff performance issues conforming to HR policies and procedures

QSHE

- To carry out a minimum of one Health & Safety inspection per month in the areas of your responsibility
- Ensure compliance with all Safety, Health and Environmental Regulations and procedure
- Ensure the team adhere to safe working practices at all times including tool box talks, training sessions and continuous monitoring
- To ensure that site files are present and up to date and that all staff are inducted into process

RELATIONSHIPS

Team, Supervisors, Management team, the general public and client representatives

Person Specification:

Essential

Desirable

- Inducted in to the ABM core values
- A valid Sentinel / Lucas (where permitted) card
- Certification to DTA (Depot Track Access where required for the role)
- A clean and valid drivers licence where required
- IOSH or approved H&S qualification

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.