

Job Description	
Job Title	Operations Manager
Location	Red One Ltd, Westpoint, Exeter.
Reports to	Chief Executive Officer
Line Manager Responsibilities	Lead trainers, Confined Space Manager, HPC Station Manager, Commercial Manager
Updated	01/09/22

Main Purpose of Job:

Plan, direct, and oversee the company's operational activities. Helps the organisation to execute long-term and short-term plans by implementing judgement, vision, management and leadership.

Main Responsibilities and Duties, this includes, but is not limited to;

- To be part of the company Senior Management Team (SMT)
- To work in collaboration with the Chief Executive Officer to develop, write and realise short, medium and long term business plans to include corporate growth and evolution strategies.
- To lead on the implementation and fulfilment of the corporate strategies to optimise benefits realised.
- Deputise for the CEO as required.
- To manage and oversee daily operations and make adjustments as necessary.
- Monitor and measure effectiveness and efficiency of operational processes both internally and externally and find ways to improve processes.
- Assist the Director of Finance with financial projection and analyses of existing programs and policies.
- Present new ideas to board of directors and other company officers.
- Champion safety, excellence and customer satisfaction.
- Manage employees to develop them in the latest leadership and technical skills so they can better serve our clients.
- Act as a point of escalation for liaison between company and client for quality assurance.
- Motivate staff to meet or surpass organisational and sales goals.
- Ensure all operational activities align with the company's core values and culture

- Coordinate with human resource department to recruit skilled talent and keep the best employees.
- Promote communication between colleagues for the benefit of information flow and to manage any problems that arise.
- Complete all company paperwork and update and maintain all company records in accordance with the company's procedures.
- Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.
- Provides mentoring to all employees, including management.

Knowledge, skills and experience required:

Essential

- 5+ years in an operation management role
- Excellent computer skills
- High level of integrity
- Exceptional interpersonal Skills
- Good awareness of legal compliance obligations
- Customer Service focused
- Sound commercial and cooperate awareness
- Financial Analysis ability
- Industry Knowledge
- Problem Solving
- Plan Implementation
- Critical Thinking
- Risk Management
- Exceptional Oral and Written Communication Skills
- Budgeting and Sales experience
- Strategic Planning experience
- Business Development knowledge
- The ability to multitask and work in a dynamic and constantly changing environment
- Ability and willingness to work (when required) at other Red One Ltd training locations
- Demonstrable team player
- Commitment to continuous improvement

Desirable

- Experience in Fire and Rescue

Competencies

Drive for Results

Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line orientated; pushes self and others for results.

Negotiating

Can negotiate skilfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.

Customer Focus

Is committed to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in sales through products and services; acts with customers in mind; establishes and maintains effective relationships with customers to gain their trust and respect.

Listening

Is tolerant with people and processes; practices attentive and active listening; can accurately restate the opinions of others even when he/she disagrees; tries to understand the people and the data before making judgements and acting; waits for others to catch up before acting; follows established process.

Time Management

Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can multitask under pressure; sets objectives and goals; measures performance against goals; evaluates results.

Action Orientated

Enjoys working hard; is action orientated and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.

Decision Making

Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

Interpersonal Awareness

Relates well to all kinds of and levels of people, inside and outside the company; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; is seen as a team player and is co-operative; easily gains trust and support of peers; encourages collaboration.

Composure

Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Integrity and Trust

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

Key Contacts:

Internal: Board, Directors, All Employees

External: Suppliers, Customers