

## **Job Description for Operations Director**

**Hours:** 37.5 Per Week

**Reporting to:** The Director

**COLLABORATES WITH:** Director of Works, Operations Manager, Health and Safety Manager and Heads of Departments

**Salary:** £60,000 to £65,000

### **Responsibilities Overview**

- Strategic leadership
- Project management
- Team management
- Health and Safety
- Financial oversight
- Client relations
- Innovation and sustainability
- Performance monitoring
- Establishing operational tasks, policies, and procedures
- Evaluating staff and enforcing disciplinary measures
- Staff training, development, and advancement

### **Responsibilities**

#### **Strategic Leadership**

- Formulate and execute operational strategies that align with the company's long-term vision and goals, fostering health and safety, innovation and sustainability in every project.
- Lead the strategic planning process for operational efficiency, identifying areas for improvement, cost reduction, and systems enhancement.
- Engage with senior management to develop and implement growth strategies, including market expansion, potential service diversification, and new business development.
- Champion the adoption of technological advancements and digital tools to enhance operational capabilities and client service delivery.
- Monitor industry trends and competitor strategies to ensure Retain Limited maintains a competitive edge in the roofing, scaffolding, and solar PV markets.

#### **Project Management**

- Oversee the complete lifecycle of projects from initiation to closure, ensuring strict adherence to timelines, budgets, and quality standards.
- Implement robust project management frameworks and methodologies to optimise project delivery and client satisfaction.
- Coordinate with project managers and site teams to address any challenges swiftly and efficiently, minimising disruptions and delays.
- Ensure comprehensive risk management strategies for all projects, including health and safety, financial, and reputational risks.

- Foster strong relationships with clients, contractors, and suppliers to ensure smooth project execution and explore opportunities for repeat business.

### **Team Management**

- Lead the operations team's recruitment, training, and development, promoting a culture of excellence, accountability, and continuous improvement.
- Conduct regular performance reviews and set clear objectives for team members, providing coaching and mentorship to support their professional growth.
- Encourage cross-functional collaboration within the company to ensure a cohesive approach to achieving business objectives.
- Implement effective communication channels and practices within the team to facilitate open dialogue and the sharing of best practices.
- Recognise and reward high performance, fostering a motivating work environment that attracts and retains top talent.

### **Health and Safety**

- Establish and enforce rigorous health and safety protocols across all operational activities, ensuring compliance with UK national standards and legislation.
- Conduct regular safety audits and reviews, adjusting policies and procedures to mitigate risks.
- Lead by example in promoting a safety-first culture, encouraging all employees to prioritise health and safety in their daily activities.
- Provide employees with ongoing health and safety training to recognise and manage risks effectively.
- Investigate incidents and near-misses comprehensively, implementing corrective actions to prevent recurrence.

### **Financial Oversight**

- Develop and manage the operational budget, monitoring expenditures and implementing cost-control measures to meet financial targets.
- Work closely with the finance department to analyse financial data, identifying trends and opportunities for improving profitability.
- Oversee procurement processes, ensuring value for money in acquiring goods and services while maintaining quality and compliance standards.
- Regularly review financial reports with senior management, providing insights and recommendations for financial planning and decision-making.
- Ensure accurate and timely financial reporting for operational activities, supporting transparent and accountable financial management.

### **Client Relations**

- Build and maintain strong, positive client relationships as the senior point of contact for any operational issues or inquiries.
- Ensure the delivery of exceptional customer service, addressing any concerns promptly and effectively to maintain high levels of client satisfaction.
- Collaborate with the sales and marketing teams to identify and pursue new business opportunities, contributing to the company's growth and reputation.
- Conduct regular review meetings with key clients to gather feedback, discuss future projects, and reinforce partnership relationships.

- Stay informed about clients' needs and market dynamics to adapt services and operations accordingly.

### **Innovation and Sustainability**

- Drive the adoption of sustainable practices and technologies within operations to reduce environmental impact and enhance efficiency.
- Encourage a culture of innovation within the team, supporting the exploration and implementation of new ideas and approaches to improve service delivery.
- Collaborate with industry partners, research institutions, and technology providers to stay at the forefront of roofing, scaffolding, and solar PV innovation.
- Implement measures to track and reduce the carbon footprint of operations, aligning with environmental regulations and sustainability goals.
- Engage with clients on sustainability initiatives, demonstrating the company's commitment to environmentally responsible practices.

### **Performance Monitoring**

- Define and monitor key performance indicators (KPIs) for operational efficiency, quality, client satisfaction, and team performance.
- Use data analytics and reporting tools to track performance against targets, identify areas for improvement, and implement corrective actions.
- Conduct regular operational reviews with team leaders and project managers to assess progress, address challenges, and adjust strategies as necessary.
- Foster a feedback-rich environment, encouraging team members and clients to provide insights that can drive continuous improvement.
- Evaluate the effectiveness of operational changes and innovations, ensuring they deliver measurable benefits and align with strategic objectives.

### **Establishing Operational Tasks, Policies, and Procedures**

- Develop and implement precise operational tasks, policies, and procedures to ensure organisational efficiency and compliance with industry standards and regulations.
- Regularly review and update operational guidelines to reflect best practices, technological advancements, and changes in regulatory requirements.
- Ensure all company employees are fully informed of operational policies and procedures, facilitating training sessions as needed for new or updated protocols.
- Foster a culture of transparency and accountability by making operational guidelines accessible and understandable to all staff members.
- **Reviewing Existing Operations and Identifying Development Opportunities:**
- Conduct thorough audits of current operations to identify strengths, weaknesses, and areas for improvement or innovation.
- Work closely with department heads and project managers to develop operational development and growth strategies, ensuring alignment with overall business objectives.
- Implement a continuous improvement methodology to streamline operations, enhance productivity, and improve service delivery.
- Evaluate market trends and competitor activities to identify opportunities for expansion or diversification of services.

## **Evaluating Staff and Enforcing Disciplinary Measures**

- Oversee the performance management process, including setting clear performance metrics, conducting regular evaluations, and providing constructive feedback to staff members.
- Implement a fair and transparent disciplinary procedure for addressing underperformance or misconduct, ensuring consistency and fairness in all actions.
- Foster a supportive work environment where employees feel valued and motivated to achieve their best, with clear pathways for addressing concerns and grievances.
- Hiring and Leadership Development:
- Lead the recruitment of outside managers or the promotion of internal candidates to leadership positions, ensuring a rigorous selection process that aligns with company needs and values.
- Champion leadership development programs and initiatives to build a strong pipeline of future leaders from within the organisation.
- Encourage diversity and inclusion in hiring and promotion practices, recognising the value of varied perspectives and experiences in driving innovation and excellence.

## **Staff Training, Development, and Advancement**

- Prioritise staff training and development to enhance skills, knowledge, and performance across the company.
- Establish clear progression criteria and support employees in their professional growth journeys to create opportunities for career advancement within the company.
- Invest in professional development programs and resources that align with individual career goals and the business's strategic needs.
- Upholding Company Policies and Values:
- Lead by example in upholding the company's policies and values, demonstrating integrity, professionalism, and commitment to excellence in every aspect of your role.
- Ensure that all actions, decisions, and interactions reflect the company's core values, fostering a positive and ethical work culture.
- Actively promote unity and purpose within the team, encouraging employees to contribute to a collaborative and supportive work environment.

## **What we are looking for**

The Operations Director at Retain Limited is a visionary leader and strategic thinker responsible for driving operational excellence, fostering employee development, and ensuring the company operates with integrity and innovation at its core. This role is pivotal in shaping the operational strategies and culture of the company, ensuring that Retain Limited remains at the forefront of the commercial and industrial roofing, scaffolding, and solar PV industry.

## **Benefits**

- Highly competitive salary package
- Pension scheme
- Bike to work scheme
- Company computer and phone
- 20 days holiday plus bank holidays
- Job security
- Career development and progression
- Company wellness scheme
- Staff wellness program

- Casual dress
- Company events

**Job Type:** Full-time, Permanent

**Salary:** £60,000 - £65,000

**Schedule:** Monday to Friday 0900 - 1700

## **Education**

### **Essential**

A bachelor's degree in a relevant field, such as:

- BSc in Construction Management
- BEng in Civil Engineering
- BSc in Business Administration with a focus on Construction
- Or a related Operations discipline (a Master's degree is preferred)

### **Desirable**

### **Chartered Membership**

Chartered Management Institute (CMI)  
Chartered Institute of Building (CIOB)  
Institution of Civil Engineers (ICE)

### **Health and Safety**

Certifications such as:

NEBOSH (National Examination Board in Occupational Safety and Health)  
IOSH (Institution of Occupational Safety and Health)

### **Project Management:**

PRINCE2 (Projects in Controlled Environments)  
PMP (Project Management Professional)

## **Experience**

### **Essential**

- Extensive experience in operations leadership roles within the construction industry.
- Proven track record of successfully leading and managing operations teams.
- Strong background in developing and implementing operational strategies and solutions.
- Experience in project management, with a track record of delivering complex operations projects on time and within budget.
- Familiarity with construction industry standards, regulations, and emerging trends in relevant operations domains.

## **Skills**

### **Essential**

- Exceptional operations knowledge and expertise in the relevant industry or field
- Strong leadership and management skills, with the ability to inspire and motivate operations teams
- Strategic thinking and ability to align operations initiatives with business goals
- Excellent problem-solving and decision-making abilities
- Effective communication and interpersonal skills, with the ability to collaborate with stakeholders at all levels
- Strong analytical and data-driven mindset
- Proven ability to drive innovation and continuous improvement in operations
- Project management skills, including resource allocation, risk management, and budgeting
- Familiarity with relevant technologies, tools, and software platforms

## **Personal Style and Behaviour**

### **Essential**

- Visionary mindset with the ability to anticipate future trends and adapt to technological advancements
- Strong business acumen and understanding of the organisation's objectives and market dynamics
- Strong work ethic and commitment to delivering high-quality results
- Ability to work under pressure and meet deadlines in a fast-paced environment
- Excellent interpersonal and communication skills to build and maintain effective relationships with internal and external stakeholders
- Flexibility and adaptability to navigate changing priorities and requirements
- Strong leadership presence and the ability to influence and inspire others
- Commitment to personal growth and continuous learning in the operations field

## **Licence/Certification**

- Full UK Driving Licence

## **Work Location**

- In-person