

Operations Manager (CRT Framework)

Reporting to: Contracts Manager

Responsible for: Site delivery team, inclusive of – Site Managers, Foreman, Gangers, Machine operators, operatives and subcontractors.

Main role: To manage the successful delivery of various projects including overseeing the financial performance.

Key responsibilities:

General Responsibilities:

- Line Management & development of Site Managers & Site Delivery Teams
- Undertake Personal Development Reviews with Line Management and regularly monitor the performance
- Input/feedback to be provided regularly Contracts Manager and NDC Delivery Team
- Regularly attend site and review/audit the project delivery against HSQE targets alongside the Site Manager
- Regularly review on site records to ensure accuracy and quality of information being recorded
- Maintain responsibility for the delivery of projects from concept to completion to ensure all client requirements are met
- Ensure professionalism & high standards of working are maintained at all times

Development:

- Review project booklets and attend walk through
- Develop project in line with Project Booklet Scope and budget in conjunction client, providing assistance and advice where required.
- Request Service searches, Surveys and relevant pre-contract information and review with NDC team where required.
- Ensure services are accurately marked onto the overall site plan drawings and given to the Site Manager
- Develop delivery methods with costs and programmes for each project. Value engineer each scheme to be cost effective and demonstrate how the solution has been derived.

Track the decision making process on specific chosen disposal routes, access points and other key decisions.

- Continuous client liaison throughout the pre-contract and delivery process
- Develop appropriate Target Cost & Target Programme in conjunction with the client and track all relevant amendments.
- Develop and write all necessary agreements with access arrangements and landowners
- Ensure all relevant permits are in place, with the assistance on the Environmental Engineer, prior to work commencing.

Delivery:

- Manage and engage with Site Manager during the Handover process.
- Assist the Site Manager in effective project delivery and manage the delivery in conjunction with Site Manager & client.
- Overall responsible for delivery of the project against pre-determined KPIs.
- Develop in conjunction with the Site Manager any contingency plans including costings and programmes to be effectively reviewed with the client
- Ensure the client is updated regularly as to progress in conjunction with the Site Manager
- Monitor and Review HSQE performance and ensure each project is being delivered to the highest standard
- Assist Site Managers in the timely reporting of any incidents, near misses and opportunities for improvement
- Ensure a permit to operate is in place prior to works commencing

Commercial:

- Update and review in conjunction with Site Manager the progress programme providing any necessary justification to the client regarding progress, issues experienced or relevant Early Warning Notices or Compensation Events
- Assist in the production of the Cost to Date reports and Cost to Complete reports with the Site Manager and Quantity Surveyor
- Monitor and Control cost reporting against Target Cost in conjunction with the Site Manager & Quantity Surveyor
- Deliver profitable projects

Behavioural:

- **Passion & Excellence:** - pursue a can do attitude; being proactive and owning your work. Challenge the status quo and love what you do
- **Respect** – be aware of your impact on others; value openness and carefully listen to the review of others. Respect your colleagues, self and environment. Look after the tools of your trade.
- **Collaboration** – work together to achieve a common goal
- **Empathy** – demonstrate a caring approach to your colleagues, customers and self
- **Honesty & Integrity** – when something goes wrong – own it! Learn from mistakes and avoid it happening again.

