

Job Description

Operations Director

RH07/24



Position:	Operations Director
Start Date:	September 2024 (subject to agreement)
Payment Scale:	RH-BAND7
Salary Range:	To Be Negotiated
Employment Type:	Contracted
Employment Duration:	Permanent

The Opportunity

Join our dynamic and growing company as a Operations Director, where you will be at the helm of ensuring operational excellence across all aspects of our service delivery. This is a senior leadership role that demands a seasoned professional with a proven track record in the heating industry, exceptional management skills, and a proactive approach to driving business growth and efficiency. As the Operations Director for Renuvo, you will play a key role in developing and implementing business processes and be responsible for maintaining the highest levels of service delivery to our clients.

About Renuvo

As an award-winning company, Renuvo are an established contractor whose market is mainly in the delivery of high-quality renewable energy, gas, oil services including 24hr maintenance and installation contracts. The company maintain over 18,000 domestic and commercial properties and install over 1000 heating and solar systems each year. More information about our company can be found by visiting www.renuvo.co.uk

Personal Qualities & Skills Required

The candidate we are looking for will have-

- Minimum of 10 years of experience in the heating industry.
- Comprehensive understanding of the gas and/or renewable heating industry and its regulatory environment.
- Proven track record of managing a team of engineers and demonstrating an understanding of compliance issues.
- Strong leadership and communication skills, with the ability to manage and motivate teams.
- Proficient in the use of IT systems for operational management and reporting.
- Proven experience in a senior management role.
- Positive attitude and proactive approach to work.
- Ability to inspire and support middle managers to achieve KPIs.
- Strong leadership and team development skills.
- Excellent communication and interpersonal abilities.
- Strategic thinking and problem-solving capabilities.
- Commitment to maintaining strict confidentiality in accordance with the General Data Protection Regulations and the Data Protection Act 2018.

Performance Metrics:

- Report to the Managing Director on a weekly basis setting out clear KPIs ensuring targets are met and exceeded, particularly in regard to customer satisfaction, gas compliance and revenue growth.
- Implement strategies for continuous improvement in all areas of responsibility.
- Regularly review the performance of team members and provide feedback as needed.
- Maintain a high level of efficiency while managing costs effectively.

- Regular performance reviews aligned with company standards.
- Strict adherence to confidentiality requirements under GDPR and the Data Protection Act 2018.
- Preparation and presentation of role-related information to the Managing Director for performance scrutiny.

Key Responsibilities

- **Operational Oversight:** Report directly to the Managing Director on operational performance, contractual compliance, business growth, and profitability.
- **Team Management:** Oversee managers, operatives, contractors, and suppliers to deliver full contractual performance in domestic and commercial heating operations, including gas, oil, and renewable energy technologies. Implement and set performance targets for middle management and work collaboratively across different internal departments to ensure KPIs are monitored and met.
- **Leadership & Development:** Lead and develop teams to enhance business capability, skills, morale, and motivation across all operations.
- **Resource Management:** Manage manpower resources, recruitment, discipline, and financial processes within budgets to maintain output performance and profitability.
- **Planning & Scheduling:** Plan, schedule, and review workloads and manpower to ensure cost-effective achievement of contractual KPIs and deadlines.
- **Budgeting & Forecasting:** Prepare budgets and forecasts to balance workloads and avoid waste.
- **Finance:** Work with the Financial Controller to ensure budgets are managed and monitored effectively, making sure the company stays ahead of changes in economic conditions.
- **Compliance & Standards:** Work with the Compliance Manager to maintain high levels of health and safety, quality assurance, and environmental compliance across all operations.
- **Client Relations:** Represent the company to maintain strong client and customer relationships. Develop strong working relationships with existing clients as well as proactively seek new business opportunities.
- **Strategic Contribution:** Work with the senior leadership team to shape the strategic direction of the business for growth and continuity. This includes involvement in business development, marketing and recruitment.
- **Site Visits & Audits:** Implement site visits and audits to maintain safety, quality, and compliance standards. Ensure Renuvo remains compliant and maintains accurate records and certification in line with internal and external safety standards.
- **Interdepartmental Liaison:** Collaborate with other managers to ensure balanced stock control and improved operational efficiency by utilising Renuvo's property management software to manage parts spend.
- **Sales & Marketing Support:** Assist in planning and supporting sales and marketing activities to drive business growth. This includes tender pricing and quality submissions.
- **Maintenance Management:** Ensure the maintenance of company vehicles, plant, equipment, and tools, providing technical support as needed.

Additional Responsibilities:

- Ensure corporate standards of dress, PPE, and vehicle cleanliness.
- Manage gas and statutory safety compliance.
- Ensure complaints are managed effectively.
- Ensure the 24-hour Out of Hours Service, including call-out rosters.
- Lead toolbox talks alongside the Contracts Manager and Supervisors and implement site-based training.
- Ensure that work is planned, scheduled and delivered efficiently by the Customer Services team
- Attend and chair meetings with customers, clients, and employees.
- Ensure 100% statutory gas servicing compliance.

- Manage the 24-hour responsive repair service.
- Liaise on IT software development for efficient communication and reporting.
- Manage customer inquiries and provide sales information.
- Conduct Gas Safety compliance audits and regular vehicle and PPE checks.
- Support directors with disciplinary and grievance matters.
- Delegate for other managers and directors when required.
- Any other duties related to job performance and company development.

What's in it for you?

Joining our team presents a unique opportunity to lead a growing Midlands-based organisation poised for exciting growth opportunities. We are seeking someone who is not only driven by results but also passionate about making a tangible difference and embedding positive change within our company. As a successful candidate, you will have access to performance bonuses and potential share options after two years of dedicated service, recognising and rewarding your contribution to our collective success.

Job Details

- Job Type: Full-time, Permanent
- Salary: To be negotiated
- Benefits: Annual bonus
- Work base: Kingsbury Link, Tamworth (occasional home working in exceptional cases)
- Job requirements: reliably commute or plan to relocate before starting work (required)
- Working times: 8am to 5pm (Mon – Fri)
- Working Hours: 40 pw
- Sick Pay: Subject to pre-qualification and performance

Reporting to:

The Managing Director

Closing Deadline:

21st June 2024

Shortlisting:

24th June 2024

Please send your completed application to john.percival@renuvo.co.uk

If you have any questions, please call 01827 870 950