

Senior Operations Manager

Generic title	Senior Manager - 1
General Description	<p>Under the direction of a Director, this Senior Manager will manage a significant function within a business unit, a large number of managers or a significant income stream. Managed activity will be of a larger scope and complexity.</p> <p>In operations they will manage large scale or complicated multidisciplinary construction schemes or sites and their associated activities from conception through to completion, delivering work that meets project requirements, customer satisfaction and in accordance with Morgan Sindall standards. The will play a major role in delivering the company's value set and philosophy.</p> <p>In commercial they may lead on supply chain management, take responsibility for a line of business or all aspects of pre-construction in their area.</p>

Competencies

Achieving Results	<p>Capacity to set goals for self and others</p> <p>Proactively identifies and pursues new stretching targets and opportunities</p> <p>High levels of personal drive and commitment</p> <p>Adds value beyond doing the job</p> <p>Focuses well on personal development goals</p>
Analytical thinking and decision making	<p>Rational and systematic analysis of situation to enable decisions on more varied issues</p> <p>Questioning the evidence to evaluate issues</p>
Communication	<p>Ability to adapt one's style to the message and audience so people understand what you want</p> <p>Connect with people in all levels of the business</p>
Dealing with change	<p>See potential of new ideas and situations</p> <p>Takes a pragmatic approach to change</p> <p>Considers impact of change on others as well as self</p> <p>Ability to explain the effects to colleagues</p>
Teamwork	<p>Create appropriate networks of people internally and externally</p> <p>Build opportunities for cooperation with other individuals and teams</p> <p>Cut easily across horizontal and other boundaries, taking a corporate perspective</p> <p>Understand how teams work and how to lead one</p>
Leadership	<p>Demonstrate clear and visible leadership, with capacity to absorb responsibility and accountability whilst providing sensitive direction to others</p> <p>Remain effective when the situation is unclear, complicated or pressurised</p>
Managing resources	<p>Create a resource plan for an unfamiliar or potentially complex project</p> <p>Manage others to implement effective planning, problem-solving and decision making</p> <p>Understand the resource implications on the business plan</p>
Negotiation	<p>Understand the other's point of view</p> <p>Make an objective and structured case with pros and cons</p> <p>Understand the need to give and take</p> <p>Understand and defend a position</p>
People Development	<p>Grow a team that is aligned with the business objectives</p> <p>Understand strengths and weaknesses of team members and work with them to good effect</p>

	<p>Understand ambition and manager expectations</p> <p>Use of a wide range of development tools</p>
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Role definition

Summary of role	<p>Successfully manage allocated multidisciplinary projects and their associated activities from conception through to completion, delivering work that meets project requirements, customer satisfaction and in accordance with Morgan Sindall standards.</p>
Responsibilities and accountabilities	<p>Deliver business unit contracts in order to delight the customer and maximise profit</p> <p>Ensure that all activities are carried out in a safe and sustainable manner and we embed perfect delivery</p> <p>Act as an ambassador for the business and help open new leads and opportunities for growth</p> <p>Ensure that all activities are carried out in accordance with the requirements of the company management system (CMS)</p> <p>Manage, recruit and develop staff and operative resources to deliver the program of works</p> <p>Manage customer requirements and objectives to attain “recommended”</p> <p>Implement company policies, procedures and initiatives</p> <p>Delivery of Morgan Sindall 100% Safe and Perfect Delivery Targets</p> <p>Achieve profitable business results through efficient deployment of our key resources</p> <p>Promote and manage an effective supply chain including developing partnerships with suppliers and subcontractors</p> <p>Contribute to the key account management process and work on tenders as required</p> <p>Oversee the successful delivery of projects to scope, target cost, quality, programme and completion encompassing design, engineering, construction, handover and commercial aspects ensuring Perfect Delivery is achieved and we achieve our contractual entitlements</p> <p>Implement a full risk and value engineering management process where all risks and cost saving opportunities are identified and actioned</p> <p>Ensure that project imperatives are clearly communicated and understood throughout the project and others, as appropriate</p> <p>Provide direction, motivation and leadership to both internal and external consultants or contractors engaged in providing technical support activities to the project</p> <p>Responsible for all safety, health, environment and quality matters including driving excellence and championing continuous improvement</p> <p>Ensure that our work is delivered in full compliance with health and safety, quality and environmental legislation as well as compliant with Morgan Sindall and customer procedures</p> <p>Create team spirit and develop the project delivery team to create a high-performing team</p> <p>Report on the performance within the area of responsibility to the Utility Services board</p>
Qualifications, training and technical knowledge	<p>Degree educated (or equivalent) preferably in an engineering subject or equivalent delivery experience</p> <p>Chartered status (ICE/CIWEM/IET or equivalent) – Desirable</p> <p>Recognised health, safety and environment qualification, IOSH, NEBOSH or similar</p> <p>Demonstrable knowledge/experience of project management principles</p> <p>Experience of developing, leading and motivating a multi-disciplinary project team</p> <p>Extensive knowledge of managing HSEQ in a regulated environment with</p>

	<p>demonstrable personal leadership</p> <p>Good understanding of commercial issues affecting project performance and experience in assessing value/evaluating variations of construction works undertaken</p>
Attributes and skills	<p>Self-driven, results orientated with a positive outlook</p> <p>Good management skills, with the ability to motivate employees to achieve high standard of compliance</p> <p>Excellent organisational, planning and time management skills; able to manage projects simultaneously without compromising on standards and quality</p> <p>Sound knowledge of the construction industry</p> <p>Ability to ensure standards and specifications are met</p> <p>Ability to work with senior management to set project and operational targets</p> <p>Excellent negotiation and diplomacy skills and the ability to make a sound business case to senior stakeholders</p>