

Operations Manager

Main Job Purpose:

Managing the customer journey – from point of order, to point of delivery. This is inclusive of the Pre-Production Team, which includes order processing, Design and Purchasing; the Production Team Leaders and Delivery & Logistics. You will also manage the Customer Care team that handles warranty work and remedials.

You will ensure all operations are carried out in an appropriate and cost-effective manner. You will also have a large part to play in the operational performance of the business – ensuring KPIs are achieved, orders are delivered on time and in full, and ensuring customer satisfaction is delivered throughout.

You will also have input into continuous improvement programmes for our existing processes, as well as the optimisation and creation of additional processes in line with best practice.

You will assist the Operations Director in leading the Operations of the Business and foster a collaborative approach, resulting in an environment that focuses on productivity.

Main duties of Role:

- Work with the Operations Director to oversee business operations.
- Oversee the order operation. This will include controlling the order processing, design, production and delivery functions of the business.
- Working with the Technical Team to ensure that all orders are progressing according to plan and resolve any issues as they occur.
- Work with the financial team to ensure costs are kept under control and information is provided in a timely manner for financial reporting.
- Work closely with the installation side of the business to ensure projects are completed on time, within budget and with maximum customer satisfaction.
- Produce monthly operational reports.
- Operational KPIs.
- Team mentoring and coaching.
- Support the Sales Team to ensure account management is being carried out in the best possible format.
- Work with the HR Team to ensure personnel resourcing match business requirements.
- Working closely with our IT team to push the boundaries of our Dynamics 365 business applications, centred around: -
 - Delivering the best possible customer experience.
 - Eliminating unnecessary administration from operational procedures.
 - Gaining in-depth insights into our performance to drive continuous improvement and maximising the software's AI capabilities.

If you would like to apply for any of these roles please send a CV and covering letter to hr@gbstp.com or call 01775 821921

- Support our drive to be the benchmark for sustainability; not by offsetting our CO₂, but instead by pushing every aspect of what we do – minimising waste, plastics, and energy consumption, maximising reuse and recycling, and procuring timber from the best possible sources.
- Ensure our high quality standards are maintained throughout all activities.
- Demonstrate the Company Values, both personally and within your team.
- Observe all safety rules and procedures, ensuring that the work area, equipment and materials are left in a safe state; and that reasonable care is taken for the health and safety of all fellow employees and any other persons within the work area.
- Carry out and comply with all company policies, procedures and instructions and any other reasonable duties deemed necessary by the company.

Essential Requirements:

- Highly motivated with exceptional leadership, organisational and interpersonal skills.
- Minimum of 5 years' experience within a senior management role – encompassing leadership, performance management and interdepartmental collaboration.
- Demonstratable experience of managing team workloads, with excellent prioritisation and delegation skills.
- Procurement experience and supply chain management.
- Delivery and logistics experience.
- Customer service team experience with direct and in-direct conflict resolution experience.
- Proven delivery of system and process improvements.
- Excellent IT skills – including MS Word, Excel, with the added ability to learn new systems.
- Possess drive, ambition, and determination to develop technical knowledge of the products we supply and manufacture

Desirable Requirements:

- Knowledge of organisational effectiveness.
- Budgeting and forecasting experience.
- Use of online document control systems.
- Degree in Business Administration, Operations Management or another related field.
- Experience within the manufacturing or construction sector.
- LEAN, Six Sigma, TQM experience.

Benefits :

- MHFA England Mental Health First Aiders
- Free Parking
- Perks at work – Discounts
- Corporate Clothing
- EAP Construction industry Helpline
- Working Party Meetings – Have your say
- Professional Development

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GEORGE BARNSDALE

Est. 1884

- Pension
- HSEQ Committee & Employee Representatives

Hours: 8.00am – 5pm (40 Hours)

Holidays: 23 days plus bank holidays

Salary: £DOE

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