

POSITION CONTRACT

OPERATIONS MANAGER

Position Summary

To manage and direct all operation, providing an efficient and cost-effective service, ensuring continuity and quality of service.

To have overall responsibility for the effective deployment of operations team, ensuring safe working practices at all times.

To oversee services for the maintenance and repair of all vehicles, plant and equipment used in the provision of operations.

To contribute to the organizational planning and development as a member of the senior management team.

To develop business opportunities leading to implementation of the company business plan.

Position Details

Key Accountabilities	Indicators of Effectiveness
Scheduling of work	Customers are happy and informed. Team is 95% utilized. Weekly billing targets are met.
Systems compliance	Ensuring systems are followed. Operational systems, compliance, safety and quality.
Creating and maintaining communication & meeting rhythms within the team.	Monthly toolbox talks, everyone knows what's going on. Accountability is clear. Regular gear checks.
Report writing	Reports are completed by due date, professional and accurate. Clients are happy.
Champion of the Culture	Morale is high. Standards and cultural values are lived among the team.
On the tools where necessary	Effective use of time. Willingness to jump on the tools when required either to help out or fill downtime

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Necessary skills & attributes

Skills and Attributes	Details
Great communicator	Able to manage multiple personalities, navigate conflict, find win/win outcomes.
Organized and Efficient	Proactive and self-directed. Planned with enough structure to maximize efficiency.
Computer literate	Comfortable with a range of technology. Eagerness to learn new technology.
Problem Solver	Ability to be creative and proactive in solving problems big and small.
Level 5 Arborist	
Eagerness for Professional Development	Willingness to further develop their skills as an Arborist and operations manager

Key relationships

Reporting to	Director
Direct Reports	Arborist (Crew Leader) Arborist Arborist (Apprentice) Ground Crew
Liaises with internally	All staff
Liaises with externally	Clients Suppliers Sub Contractors

Authorization:

Name	<i>Position Title</i>	<i>Signature</i>	<i>Date</i> / /
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