

JOB DESCRIPTION – Head of Gas Operations

Job Title	Head of Gas Operations
Date Reviewed	May 2021
Purpose	To manage the daily operation of the Gas Service Division
Responsible To	Sales Director
Responsible For	Service Engineers, Administration team
Location	London

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For over 30 years we've been supplying UPS systems and standby diesel generators providing our clients with reliable back-up power solutions for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel generators, uninterruptible power systems, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or bespoke applications, with UPS systems ranging in size from 1kVA to 1.6MVA to standby diesel generation ranging in size from 5kW up to 4MVA and covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service.

A key business objective is for AVK to set up a new Gas Division to support the future demand within our core data centre area, with a robust and effective Service Division with the ability to maximise the opportunities for service on systems installed by AVK together with third party opportunities in the capacity and CHP markets.

Role summary

The Head of Gas Operations is a pivotal role in the development and successful delivery of the Gas Service division. The role has responsibility for the growth and operational performance of a portfolio of flexible generation assets across the UK; in line with the quality, process and high standards our customers expect. Frequent travel to our Head Office in Berkshire will be required

Responsibilities

	Work closely with the Head of Service, supporting both technically and commercially to ensure profitability within the division.
	Provide Operations and Maintenance expertise as required to ensure the successful delivery of services and projects.
	Manage, lead and motivate a team of Service Engineers to ensure the effective operation of the Gas Service Division across the UK.
	Knowledge and experience to develop the service division within various market sectors.
	Support, coach and mentor the Gas Service Engineers as necessary, ensuring all staff are trained, competent and aware of their health and safety responsibilities.
	Ownership of the administration and field service functions.
	Monitor financial performance and profitability in unity with the finance department.
	Track reactive, remedial and PPM works through to completion, ensuring robust controls and invoicing procedures to deliver results on a monthly basis.
	Support and provide expertise to the project division, ensuring AVK installed equipment is fit for purpose and maintenance ready.
	Develop effective planning schedules to ensure the utilisation of engineers.
	Ensure invoices are raised in a timely manner in line with finance requirements promoting revenue in correct month.
	Assess monthly variance analysis on individual jobs, department, and division.
	Report quarterly on utilisation assessment, recommending improvements to maximise profitability.
	Provide effective information flow between local and head office.
	Champion best practice across the service division in support of organisational goals.
	Formulate and implement departmental policies and procedures to maximise output and revenue.
	Ensure adherence to business policies and procedures across all service division personnel.
	Work closely with Human Resources Manager to establish work schedules, performance monitoring and accountabilities.
	Provide comprehensive and effective information flow on issues and successes with service personnel.
	Promote improved communication between office and engineering personnel to present a unified business.
	Manage and oversee all service customer support, plan and support service sales marketing activities.
	Liaise with the senior management team to provide and support strategic planning for all operational activity.
	Out of hours call escalation for all service customers.

	Enthusiastically promote and gain knowledge of the internal Service Management system, provide training to the service department to maximise utilisation.
	Effectively communicate with our client base, this will include visits and reviews to address any identified service issues.

Person specification

Key skills and knowledge	Desired/Essential
Qualification in business administration, management, industrial technology or engineering.	Desired
Relevant sector experience – Thermal Power, Renewables or Transmission Assets.	Desired
Asset Management, Plant Management, Operations & Maintenance experience.	Essential
Knowledge and experience in operational management.	Essential
First class management and communication skills	Essential
Practical knowledge of financial and accounting principles and practices	Essential
Basic knowledge of employment law and principles	Desired
Articulate with excellent rapport and team building skills	Essential
Methodical with strong attention to detail	Essential
Project Management experience	Desired
Influencing, persuading and negotiation skills	Essential
Conflict Management, adaptability and the ability to work under pressure	Essential
Willingness to travel	Essential
Desire for continuous improvement personally and of the department and division	Essential