

## **JOB DESCRIPTION – OPERATIONS MANAGER**

Job Title	OPERATIONS MANAGER
Date Reviewed	MAY 2021
Responsible To	PROJECTS DIRECTOR
Responsible For	PROJECT MANAGEMENT TEAM
Location	MAIDENHEAD

### **Business Profile**

AVK are the UK's leading provider of critical power systems and maintenance that guarantee reliable power. For 31 years we've been supplying UPS systems, standby diesel generators and more recently Battery Storage and Gas Generation solutions providing our clients with reliable back-up power schemes 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/gas generators, uninterruptible power systems, battery storage, 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 large-scale bespoke applications, 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.

### **Overview**

As an Operations Manager with AVK-SEG you will take total responsibility for the implementation of a Successful Project management team to ensure contracts are delivered on time, within budget and meets the customer specifications and expectations.

The Operations Manager will need to be customer focused, self-motivated, comfortable in liaising with customers, suppliers and sub-contractors and used to working within tight deadlines, managing Project Managers who will be running various contracts concurrently varying in value up to £10 million.

## Responsibilities

- 1 To oversee Projects and Project Managers with the clear goal of maximum efficiency and effectiveness, achieving Projects performance which is valued by customers but at the lowest operating cost in the market place and as a profitable business unit
- 2 To act as the escalation point in dialogue with our key suppliers when necessary to ensure that the quality of work is to the standard required by AVK and our customers
- 3 To be aware of the contractual requirements of all Projects, payment milestones and associated requirements, key dates, technical requirements for the scope of works, Health and Safety requirements
- 4 Review projects in conjunction with the assigned Project Manager at handover from Project Sales, analysing commercial, contractual and technical requirements identifying risks and escalating to the Project Director where appropriate
- 5 Planning of resources to achieve acceptable commercial and technical results
- 6 Day to day decisions to manage Project customers and contracts. Manage tasks in time to achieve required deadlines
- 7 Attend factory and site acceptance tests on projects when required
- 8 Ensure delivery of AVK projects on time and in accordance with the technical requirements of the contract
- 9 Attend, contribute and provide professional feedback on all project review meetings ensuring all parties are kept informed of costings, progress and any issues that may affect any commercial or financial decision or have any commercial or financial implications.
- 10 Present project financial report upon completion in conjunction with the Project Managers highlighting concerns and key highlights
- 11 Agree engineering design with the technical team, monitor the project plan
- 12 Ensure regular performance and project reviews are carried out with all team members, providing feedback where training and development is required
- 13 Provide mentoring to all team members where necessary, maintaining professional and courteous communication to the AVK team, clients and suppliers

### Person specification

<b>Key skills and knowledge</b>	<b>Desired/Essential</b>
Minimum of 5 years project experience in power generation industry, specifically diesel generators	Desired
Minimum of 10 years experience of managing multi-disciplined teams	Desired
Hold a full valid driving licence	Essential
Hold an electrical or mechanical engineering qualification	Essential
Considerable drive and be able to push actions through the entire business. Highly proactive	Essential
Required to occasionally work unsociable hours, weekends, nights or public holidays, as is required from time to time within the Projects department	Essential
Exceptional organisational and time management skills	Essential
Significant previous experience of managing teams with enhanced communication and negotiation skills	Essential