

# Operations Support Manager - Maintenance

## Job Description & Person Specification

<b>Date Effective:</b>	<b><u>25 June 2021</u></b>
<b>Job Title</b>	Operations Support Manager, Maintenance
<b>Based</b>	Head Office
<b>Reporting to</b>	Head of Maintenance
<b>Direct Report(s)</b>	2-4 staff
<b>Working Relationships:</b>	Colleagues, clients, suppliers

## Role Summary & Purpose

The Operations Support Manager – Maintenance, will be accountable for the leadership and management of the support functions associated with the day to day delivery of the maintenance services.

Through the effective management of the admin and scheduling team, the Operations Support Manager will hold accountability for ensuring that the contract service delivery is to a high standard, meets the client's needs and is delivered in line with the contractual requirements. To assist the wider Contract management team in ensuring that the self-delivery and sub-contractor teams are managed via the scheduling function and that service levels and targets are met to meet the SLA's and client business requirements. To keep close professional contact with clients and be able to ensure customer satisfaction. To ensure accurate reporting within agreed deadlines and timescales.

The role holder will ensure the profitable contract performance through P&L analysis, the development of effective customer relationships, and the efficient and compliant delivery of both planned and reactive maintenance via both internal and external resources.

The Operations Support Manager is a key member of the Maintenance Management team within Sykes & Sons, providing credible and effective leadership for service delivery, employees and our Client base.

## Key Responsibilities & Duties

- Responsible for the successful delivery of support services to the maintenance business, ensuring all services are delivered in line with the governance structure set and that the business remains compliant and is meeting our contractual legal and statutory obligations, including monitoring all audits in line with the contracts requirements.
- Provide scheduling of planned and reactive support to both self delivery and sub-contractor to meet the contractual requirements across our mobile portfolio and to support where appropriate the contract managers to deliver services across the static contracts.
- Provide a helpdesks function, supporting our client base to ensure response works and contractual enquires are directed effectively to the correct resource. Manage the OOH support service.

- Support with business administration providing admin support to the contract management team, maintaining / auditing contract management files ensuring these are in line with the business operation procedures. Maintaining sickness and annual leave records to enable visibility of resource gaps.
- Completion, management and administration of all financial records including but not limited to invoices, credits, final accounts WIP and debt.
- Collation and preparation of final accounts / customer reports as required
- Support as required for contract managers to collate final accounts for customers.
- To deal with any customer complaints or concerns in a timely and efficient manner, ensuring that the contract managers close out and inform you of the outputs.
- Create and maintain Asset registers on CAFM system.
- Support in the preparation of new and renewal tenders
- 
- , with a robust action plan to rectify created, implemented and communicated back the client
- 
- **Key Dimensions**
- C2-4 direct reports
- Accountable for the management of operating systems (Scheduling, helpdesk ect)
- Accountable for the management of contract documentation
- Accountable for ensuring contract managers product and provide Operational reports (Internal and external)
- Accountability for safe and compliant performance of all sites across defined geographical area or portfolio
- Accountable for the agreed SLAs across contracts and supply chain within their span of control
- Create a culture of cooperation, collaboration and teamwork across the Skyes operation and ensure a smooth interface with relevant stakeholders
- Support to the Maintenance teams to ensure people development and talent growth to build a strong and professional team to enable succession planning
- Responsible for leading, supporting, managing and developing a team of support staff to improve performance
- Responsible for undertaking performance management process and employee relations issues, including attendance management, disciplinary, performance management etc

## Person Specification

Personal attributes/aptitude and skills	Essential	Desirable
Electrical, Mechanical or Building Services Engineering. HNC or Equivalent	x	

<b>NVQ 3 or above in Management &amp; Leadership area with Finance Management</b>		X
<b>Demonstrable experience of working with a CAFM / scheduling system, managing field service engineers.</b>	X	
<b>Minimum 2 years' experience in a similar administration role.</b>	X	
<b>Demonstrable experience of general office management within an operational business</b>	X	
<b>Experienced in Statutory &amp; Mandatory Compliance Maintenance Records / Certification and uploading onto Service Systems.</b>		
<b>Demonstrable management experience in a Maintenance/operational support role</b>	X	
<b>Leadership experience combined with a good working knowledge of the M&amp;E maintenance</b>		X
<b>Proven experience an Operations Support Manager across within a service delivery operation / FM business</b>	X	

<p><b><u>Personal attributes:</u></b></p> <ul style="list-style-type: none"> <li>• Clear and confident written and verbal communication skills</li> <li>• Knowledge and skills to effectively problem solve</li> <li>• High level of self-motivation, organisational ability and drive to meet deadlines</li> <li>• Commercial Aptitude, demonstrate the ability to manage commercial disputes both financial and operational</li> <li>• Negotiation skills</li> <li>• Customer Care / Satisfaction Skills in a client facing environment</li> <li>• Strong presentation skills, with the ability to effectively create and deliver effective written reports and verbal presentations</li> <li>• Excellent leadership skills, with the ability to positively influence delivery teams and customers</li> <li>• Excellent knowledge of Health, Safety and Compliance legislation relating to the Buildings services industry</li> </ul>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	
	<p>X</p>	