

Operations Manager



JOB DESCRIPTION

Salary: Competitive

40 hours per week usually between 07:00 and 19:00. Weekend, early morning or evening work may be required. The service operates seven days per week therefore on-call arrangements are necessary.

The post-holder will initially be based in Hammersmith, London, but could be required to work at other locations within London and the M25 either on a temporary or a permanent basis as required by the company.

Responsible to:

Director of London

INTRODUCTION

HCT Group is an award-winning social enterprise, investing profit made from our commercial bus services into community transport services.

Role:

The post holder will lead on the preparation, implementation and delivery of high quality Special Educational Needs and Adult Day Care which will be operated under contract to the London Boroughs of Hammersmith and Fulham and Kensington and Chelsea. The role could develop to include the delivery of other bus contracts or private hire operations.

MAIN DUTIES AND RESPONSIBILITIES

SAFETY

1. To lead by example on all aspects of Health and Safety.
2. To comply with all aspects of the company Safety Policy.
3. To undertake site responsible person duties in line with business requirements.
4. To act as be the main point of contact on any safeguarding issue which arises and ensure compliance with all safeguarding responsibilities

5. To maintain a safe place of work for all employees and others and complete regular planned general inspections to ensure that workplace safety is maintained.
6. To ensure that risk assessments relevant to the role of all operational staff are completed and that appropriate controls are identified and applied.
7. To ensure that appropriate systems for the communication of safety critical information are developed and maintained.

SERVICE DELIVERY

1. To ensure all bus services operate safely and in strict accordance with relevant policies, processes and legal requirements and within the agreed budgetary and efficiency targets and in compliance with contract requirements.
2. To ensure operations and engineering departments work collaboratively in providing the required level and quality of service to both internal and external customers.
3. To deliver service reliability, punctuality and quality to defined standards to customers, ensuring that improvements are implemented where required, whilst minimising cost and maximising revenue enhancement.
4. To ensure driver staffing levels are maintained at the optimum level.
5. To ensure that all customer feedback is promptly and professionally received, investigated and responded to.
6. To engage with a wide range of local external stakeholders and represent the company at relevant external meetings in a constructive and professional manner.
7. To develop productive internal relationships and in particular ensure that a collaborative approach with colleagues in key business functions, including Safety and Human Resources is maintained
8. To collate and deliver statistics and reports in accordance with set timescales or as requested.
9. To actively develop effective relationships with employee representatives to engender a positive employee relations climate.
10. To apply a personal leadership style to ensure an engaged, capable and high performing workforce, ensuring that a consistent approach is applied.
11. To support the delivery of training for operational staff and delivering measures to assess, support and develop staff to allow them to achieve their highest potential.
12. To support succession planning by identifying employees with high potential for career progression and CPD opportunities.

BUSINESS DEVELOPMENT

1. To identify, target and develop relationships to generate new service opportunities and build on current business opportunities
2. To respond to tenders and request for information in a timely manner.
3. Work closely with the Head of Community Transport and Stakeholder Engagement, the Head of Business Development and other key colleagues to support the development of new services.

QUALITY & PERFORMANCE

1. Responsible for ensuring services meet all the external and internal quality and performance standards and that all monitoring and reporting deadlines on these are met.
2. Manage the relationship between HCT Group and its clients.

FINANCIAL MANAGEMENT

1. Develop, agree, implement and manage operational budgets for services in line with Group policies
2. Identify and implement cost saving opportunities that do not compromise service quality and safety

EQUALITY

1. Adherence to and promotion of HCT Group's Equal Opportunities Policy at all times.
2. Keep abreast of best-practice developments within equal opportunities and implement these as required.

OTHER

1. Undertake any other reasonable instruction as required by the company.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Experience of working within the bus industry.
2. In possession of a Certificate of Professional Competence in National Road Passenger Transport and prepared to register as a Transport Manager on the operator licence.
3. Have a good working knowledge of all relevant legislation and to ensure compliance with Drivers' Hours Regulations, Health and Safety Regulations and all Company policies and procedures.
4. An understanding of servicer regime criteria as governed by regulatory authorities
5. Good knowledge of Bus Industry sector legal requirements relating to vehicles and driving regulations.
6. The ability to work flexibly within deadlines.
7. Ability to manage a diverse workload.
8. Good knowledge of Health & Safety regulations and requirements and possession of an IOSH or equivalent qualification.
9. A proven track record in delivering services within agreed budgets
10. Experience of budget development and implementation
11. A track record of identifying and implementing cost control measures that do not compromise safety

12. Excellent administrative and organisational skills and the ability to be accurate and pay attention to detail.
13. Able to develop and produce reports for review by the Regional Manager and other members of Senior Management
14. Ability to work with colleagues in a collaborative manner.

DESIRABLE CRITERIA

1. Understanding the needs of people with disabilities and mobility difficulties, especially in relation to the implications of the Personalisation Agenda within Social Care.
2. In possession a clean, full (manual) category D PCV driving licence.