

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Core Projects Operations Manager</b>
<b>Salary:</b>	<b>Negotiable</b>
<b>Type:</b>	<b>Full-Time, Permanent</b>
<b>Department:</b>	<b>Commercial</b>
<b>Location:</b>	<b>High Wycombe with travel to locations across the UK and Europe</b>
<b>Report to:</b>	<b>Technical Director, Commercial</b>
<b>Benefits:</b>	<b>Private Health Care, Laptop and Smartphone</b>

### **Main Purpose of the Role**

Also reporting to the Divisional Directors, the Core Projects Operations Manager will be responsible for management of the Commercial delivery team for our core projects, predominantly in the D&B sector. This will include, but not be limited to, managing workflow in the teams, reviewing and improving current processes, working with the sales team to refine deliverable packages for each sales opportunity, and the supporting management of Project Managers assigned to the projects. They will be liaising with clients, main contractors and internal & external project teams, to assist support in delivering installations to the highest quality standard and customer satisfaction, on time and to budget. The role would be primarily based in our High Wycombe head office but applicants will also need to attend project sites from time to time, with the majority being in and around London. They will need to have experience of managing teams, process development and prioritising workflows in a demanding environment.

### **Main Responsibilities**

- 1) Manage internal project meetings to ensure delivery of effective project handover information from the Sales team, and to ensure effective communication of priorities and timescales to the Delivery team.
- 2) Monitor and assist where necessary with coordination of all preliminary communications to establish early liaison with relevant parties and contractors by the associated Project Manager.
- 3) Coordinate overall project scheduling based on individual project manager project submissions, and assist in managing prioritisation of tasks within the team.
- 4) Work with the Sales and Project teams to deliver multiple projects concurrently whilst maintaining focus on budget and effective project delivery.
- 5) Liaise with the procurement team to ensure timely and cost-effective purchasing and delivery is maintained. Assist in processes to avoid 'just in time' purchasing situations.

- 6) Manage workflow requests through the Design and Administration teams to ensure all drawings and supporting documentation necessary for accurate and informed delivery of the project, is achieved.
- 7) In conjunction with the Health & Safety Manager, ensure that all Health & Safety files are maintained for all projects and that safe systems of work are put in place throughout. Assist in ensuring regular reporting and monitoring of all internal and external Health & Safety processes are maintained across all associated projects.
- 8) Identify project and task specific needs for Method Statements & Risk Assessments (RAMS), and produce effective documentation to support site processes. Ensure all RAMS are administered and adhered to in line with corporate policy, and that they are maintained in line with project developments.
- 9) Adopt and promote all current company Quality System procedures.
- 10) Be able to take periodic reviews of labour commitment, versus budgeted labour allowance, versus project progression, and report on any current projects' status when requested at any given time.
- 11) Represent the company at a senior level with the appropriate level of professional conduct and decorum.
- 12) Ensure processes are maintained to make sure that all required 'post project completion' documentation has been prepared in timely readiness for handover to the client and professional team, and that a formal sign off is obtained from the client.
- 13) Monitor compilation of all relevant final 'As Built' documentation, drawings, programme files, etc. and check for their correct archiving.
- 14) Assist in applicable recruitment and management of staff relevant to the profile of associated projects.
- 15) Any other tasks relating to the successful completion of the assigned Commercial projects.

**Key Skills & Achievements**

<b>Required</b>	<b>Desired</b>
Successful candidate must demonstrate the following skills and experience:	Although not required, it would be an advantage to be able to demonstrate the following:
At least 3 years' experience in an Operations Management role within the AV industry.	Degree level education in a practical engineering degree.
Proven and measurable Project Management experience in commercial AV projects.	Based in the West London area, Berks or Bucks, M40 M4 corridor
Excellent communication with clients and colleagues both verbal and written.	Crestron and AMX programming skills.
Professional personal presentation and appearance.	CEDIA qualifications.
Good time keeping and ability to plan and organise multiple projects, and to schedule work flow allocation.	InfoComm qualifications.
Experience in managing teams, including remote workers.	Site Manager Safety Training Scheme
Be organised and flexible with the ability to manage different task types over the working day.	Project Management qualification e.g. PRINCE 2
Being able to prioritise and work under pressure is essential.	
Be able to work to the highest quality standards with focus on attention to detail to ensure the projects are completed thoroughly; problem resolution and handling the daily 'what if's' is a must.	
Full clean driving licence (minor points will be considered).	
Have a valid passport.	
CSCS and other appropriate construction scheme cards.	

To be considered for this position, please submit a copy of your current CV to  
[info@smartcomm.co.uk](mailto:info@smartcomm.co.uk).

