

JOB DESCRIPTION

Operations Manager – Special Projects, Residential Division

Job Title:	Special Projects Operations Manager
Salary:	Negotiable
Type:	Full-Time, Permanent
Department:	Residential
Location:	High Wycombe with travel to locations across the UK / Worldwide
Report to:	Residential Directors
Benefits:	Private Health Care, Pension, Laptop and Smartphone
Main Purpose of the Role	
<p>Reporting to the Divisional Directors, the Special Projects Operations Manager will be responsible for the management of the Special Projects delivery team. This will include, but not be limited to, managing workflow in team, reviewing and improving on current processes, work with sales team to develop deliverable packages for each opportunity and the overall management of Special Projects in the residential environment. This person will be liaising with clients, main contractors and internal & external project teams, to deliver installations to the highest standard of 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 site, as required. They will need to have experience of managing teams, process development and prioritising workflows in a demanding environment.</p>	
Main Responsibilities	
<ol style="list-style-type: none"> 1) Manage internal Special Projects meetings to gain project handover from Sales team and ensure effective communication of priorities within the Special Projects team. 2) Coordinate all preliminary communications to establish early liaison with relevant parties and contractors, in conjunction with Special Projects Project Manager. 3) Managing all aspects of the project scheduling and managing prioritisation of tasks within the Special Projects 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. Develop processes to reduce reliance on just in time purchasing by the Special Projects team. 6) Manage the workflow through the design team to ensure all drawings and supporting documentation necessary for accurate and informed delivery of the project is achieved. 7) Ensure that all Health & Safety files are maintained (in conjunction with the Smartcomm Health & Safety manager) for all projects and that safe systems of work are put in place throughout. Ensure regular reporting and monitoring of all internal and external Health & Safety processes. 	

- 8) Identify needs for Risk Assessments & Method Statements (in conjunction with the Smartcomm Health & Safety manager) and produce effective documentation to support site processes. Ensure all RAMS are administered and adhered to in line with corporate policy.
- 9) Adopt all current company Quality System procedures.
- 10) Be able to take snapshot views of labour commitment versus budgeted labour allowance versus project progression with a view to reporting.
- 11) Represent the company at a senior level with the necessary level of professional conduct and presentation.
- 12) Ensure processes in place to ensure that all required documentation has been prepared at the end of the project for handover to client and that a formal sign off is obtained from the client.
- 13) Any other tasks relating to the successful completion of projects, recruitment and management of the Special Projects delivery team.

Key Skills & Achievements

Required	Desired
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 a Operations Management or Senior Project Management role within the AV industry.	Degree level education
Project Management experience in residential AV projects.	Based in the West London area, Berks or Bucks, M40 M4 corridor
Excellent communication with clients and colleagues both verbal and written.	
Professional practice and appearance.	
Good time keeping and ability to plan and organise projects and schedule work.	
Experience managing teams, especially remote workers.	
Be organised and flexible with the ability to approach different types of tasks during the working day.	

Key Skills & Achievements

Required	Desired
Successful candidate must demonstrate the following skills and experience:	Although not required, it would be an advantage to be able to demonstrate the following
Be organised and flexible with the ability to approach different types of tasks during the working day.	
Being able to prioritise and work under pressure is essential.	
Be able to work to the highest quality standards with attention to detail ensuring that we complete our work thoroughly, never walking away from a problem.	
Full clean driving licence (minor points will be considered).	
Have a valid passport.	

To be considered for this position, please submit a copy of your current CV to info@smartcomm.co.uk.