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| Job Title | Field Services Operations Manager |
| Business Unit | Infrastructure |
| Location | Coventry |
| Reports to: | Business Unit Director |
| Purpose | * To manage the operations and performance of the Field Services team, to achieve quantifiable targets in relation to Sales and Profitability and any other objectives set by the Business Unit Director and Field Director. |
| General  Responsibilities/ Specific Duties: | **General**   * Setting up, planning and managing of the BU budget in conjunction with the Business Unit Director, in line with company targets. * Co-ordination to ensure effective deployment of staff and resources across the UK projects and work closely with other BU OMs to ensure the same. * Maintenance of good working relationships with existing client base and internal OMs. * Development of new ‘drill only’ business in conjunction with regional Ops Managers to promote the Company’s full range of services, with particular emphasis on those within your own technical and commercial competence. * Day to day operational management of the BU, to ensure office revenue and profitability targets are met. * The continuing development of operational processes, so as to enhance and improve the quality and efficiency of the services provided to clients.   **Human Resources**   * Maintain personnel technical and professional qualifications and BU memberships where appropriate (MPA Awards NVQs, BDA membership etc). * The interviewing and subsequent retention of an appropriate level of staff, with requisite qualifications, in accordance with budgetary and business requirements. Making recommendations for appointments. * Management of the continuing professional development of all staff reporting to you. * The identification of internal and external needs of all staff reporting to you. * Monitoring and appraisal of the performance of all staff reporting to you. * Health & Safety, disciplinary and grievance matters in your BU, in conjunction with the Business Unit Director and Field Director.   **Business Development**   * The active promotion of the Company’s services * The identification of new business opportunities, services and products. * Client liaison and the general development of customer goodwill. * Find, price and deliver bioremediation projects. Maintain relationships with clients that procure this workload. * Track Drilling Industry innovation and ensure SOCOTEC’s Field Services team are on point with their service offering. * Consider SOCOTEC’s tendered / awarded projects and ensure drilling equipment within the Field Services team meets current or future demand. * Review Field Services offering and apply for relevant awards schemes i.e. BDA Awards, GE Awards etc   **Operational**   * Maintain full utilisation of the Field Services Team (drillers, rigs, truck, site support, specialist equipment etc) on a week by week basis. * The development and deployment of personnel and other resources within your BU, as required by day to day business needs. * Assume the timely, accurate and profitable execution of projects, including the production of reports where required. * Assist with the control and management of the Company’s exposure to liabilities. * Leading and participating in technical work on contracts at a level that is appropriate to yourself and the Company’s needs. * Collecting and reporting management data, periodically, as required by the Business Unit Director. * Ensure staff comply with Company Rules and Procedures. * Compliance with all Health & Safety requirements to reduce risk of Incidents / Accidents. * To take the lead in promoting and maintaining excellent H&S standards amongst the team. * Regularly review H&S procedures and core documents to ensure we are compliant with current legislation / meeting our duty of care. * Mentoring of the junior staff in all operational activities where appropriate. * Ensure appropriate measures are enlisted to reduce the likelihood of complaints from clients, and assist with resolving any that do arise. * Ensure Field Services practices meet / comply with SOCOTEC’s quality procedures. |
| Qualifications | * Full and clean UK driving Licence * CSCS Card * SMSTS |
| Competencies | * 10-15 years of commercial management experience, be commercially orientated, have good financial management. * Relevant industry knowledge * Good knowledge of Health & Safety best practice * Good people management skills, time management and organisational skills. * Have a ‘can do’, hands on approach, ability to multi-task * Mobility, flexibility and commitment |
| Desirable | * Awareness and ability to implement Health, Safety and Environmental legislation Good Communication Skills * Computer literate |
| Mandatory Training | * SOCOTEC Online Health & Safety Training Modules - paid for by the company * SOCOTEC Online HR Policies Awareness modules - paid for by the company |