

Job Description

Job Title:	Contract Operations Manager
Reports to:	Operations Director
Location:	South Cumbria/North Lancashire
Job Purpose	
<p>Responsible for the site management and smooth running of customer contracts, supporting operation requirements within remit of role. You will ensure the customer relationship is managed to the highest standards, with focus on continuous improvement and high productivity.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • Providing effective leadership and management to the sites and areas of responsibility • Maintaining regular customer contact and ensuring continuous customer satisfaction • Ensuring highest standards of cleanliness are maintained at sites • Ensuring health and safety standards are maintained at all times • Maintaining regular contact with Wm Armstrong teams to ensure awareness of site-specific requirements • Planning, facilitating and monitoring ongoing training for employees. • Providing feedback on performance and to take responsibility for managing issues that may arise • Identifying ways to increase efficiency and improve productivity • Submitting pay-sheets, other administration tasks such as holiday forms and carry out payroll tasks • Collecting and collating data for reporting on KPI requirements • Carrying out any other duties that are required as directed by the Operations Director • Attending meetings at Wm Armstrong meetings as required • Performing regular site audits inline with customer needs 	
Core Responsibilities (applicable to all employees)	
<ul style="list-style-type: none"> • To promote best practice in maintaining high levels of Customer Service • You must comply with all health and safety rules and regulations regarding the health and safety of yourself and others who may be affected by your acts or omissions. • Report any health and safety issue including accidents to self. • Follow all site rules. • You must comply with all relevant legislation. • Undertake such other duties that are required from time to time commensurate with this position. • Promote Wm. Armstrong in line with current company values, beliefs and branding. 	
Direct Reports	Yes
<ul style="list-style-type: none"> • First Line Managers • Driving Team 	
Internal and External Relationships	
<ul style="list-style-type: none"> • Drivers • Colleagues • Managers 	

- Subcontractors
- Customers

Knowledge, Skills and Experience Needed (Essential/ Desirable)

- Proven experience within leadership and management, with ability to manage multiple teams effectively, developing a positive culture and providing employee support.
- Previous Operations Management experience with sound knowledge and understanding of transport operations, with knowledge of milk operations advantageous.
- Knowledgeable and experienced with managing customer relationships to a high standard.
- Holds the management CPC qualification, preferable.
- Sound experience of using transport systems including managing operations, planning, etc.
- Experience in continuous improvement, optimising processes and implementing strategies to drive efficiency and profitability
- Excellent communication skills, with the ability to communicate at all levels, both internally and externally
- Pro-active, logical, and forward thinking
- Flexibility in approach and on working times
- Ability to work under pressure and meet targets and deadlines
- Good numerical and analytical skills, including experience of spreadsheets and computer-based systems, including Microsoft products

NB: Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties. Work location is subject to discussion with immediate line manager and the requirements of the business.