



OPERATIONS MANAGER

JOB DESCRIPTION

Operations Manager

- 40 hours p/w (Monday - Friday)
- Nottingham, Office Based
- Rate of pay: £40,000 - £45,000 (DOE)

We are seeking a driven and experienced **Operations Manager** to oversee the day-to-day running of our operations function, based from our Nottingham head office. This is a pivotal role within the business, reporting directly to the Operations Director, and responsible for ensuring efficient scheduling, client satisfaction, and compliance across our national service operations. The role also encompasses oversight of small works, reactive maintenance, and planned preventative maintenance (PPM) activities.

The successful candidate must have the following

- Proven experience in a Service Manager or similar operational leadership role within the Fire and Security industry.
- Solid understanding of PPM scheduling, small works execution, and reactive maintenance workflows.
- Strong knowledge of BAFE, NSI, and applicable British Standards.
- Excellent people management, organisation, and client relationship skills.
- Ability to manage competing priorities in a dynamic, high-volume environment.
- Strong problem-solving abilities with a focus on service quality and efficiency.
- IT literate, ideally with experience in service management platforms (e.g., Uptick, Joblogic, simPRO, or similar).
- Full UK driving licence.

It would be an advantage to have the following:

- Technical qualifications or hands-on background in Fire Detection, Intruder Alarms, CCTV, and Access Control.
- Experience managing small works and coordinating mobile engineering teams across multiple regions.
- Fire and Security experience: 2 years (preferred)

Key job responsibilities:

- Direct line management of the Regional Operations Coordinators
- Ensure **PPMs are completed within required SLAs**, with accurate tracking and reporting of performance metrics.
- **Schedule engineer workloads effectively**, balancing priorities across PPMs, reactive callouts, and small works projects.
- Act as the **main point of contact for client queries and service-related issues**, ensuring timely and professional communication.

- Oversee delivery of small works, ensuring these are scoped, scheduled, and completed to the highest standards.
- Maintain and improve service delivery performance against contractual KPIs and client expectations.
- Monitor job progress, engineer productivity, and service quality, implementing process improvements as needed.
- Collaborate with the Operations Director to shape departmental strategy and drive continuous improvement.
- Ensure compliance with BAFE, NSI, and relevant British Standards.
- Coordinate with internal departments including Projects, Finance, Compliance, and Sales to support seamless operational performance.
- Promote a positive, proactive culture of safety, quality, and accountability within the team.