
OPERATIONS MANAGER

Full Time

Market Harborough

SUMMARY

Reporting to the Operations Director, this role is responsible for three key operational areas of the business, Customer Support, IT and Engineering/Solutions Delivery/Technical Support. It involves direct line management of 3 Managers and responsibility for teams totalling circa 13 FTE.

This is a strategic role ensuring that operational areas fully integrate with the business to provide a fully seamless experience for our customers. It requires robust management of continuous improvement, change and wider operational business support.

This role is pivotal in ensuring that our customer's installations run without issue and are co-ordinated fully between all areas of the business so that the customer experiences a seamless service. It requires an individual who can manage a significant number of conflicting priorities being able to quickly and effectively manage the priorities whilst identifying and rectifying the issue to avoid similar issues happening again.

This individual needs to keep abreast of all technological advances ensuring that their teams and the wider business teams are fully briefed and trained in these areas and are all working to the same agenda.

It is imperative that the individual has a telecoms background and has a sound knowledge of the Products, Services and Suppliers for Welcomm alongside networking fundamental skills.

KEY RESPONSIBILITIES

- Driving teams to provide exceptional customer service
- Driving hard for results to achieve implementation deadlines
- Taking strategic direction from the Directors and converting it into operational and procedural change
- Making recommendations and implementing the streamlining of processes and procedures to maximise efficiency and the customer experience
- Increasing customer service indices
- Key catalyst for supporting the wider Sales teams
- Driving procedural change through the entire business

- Consideration of IT solutions through the IT Manager to enhance and develop service, productivity and sales
- Managing and Motivating a team of experienced managers to drive their teams to achieve
- Driving exceptional solution delivery and ensuring that all installations run smoothly for our customers
- Keeping up to date with all new technological developments and ensuring that the teams are fully trained in these areas and kept up to date
- Dealing with escalated customer complaints through to resolution
- Managing the full co-ordination of installations with the Sales management teams
- Involving and continually communicating with other key stakeholders in the business where issues arise and customer solutions need to be found
- Considering new and more streamlined ways of providing customer solutions
- Ultimate responsibility for the delivery of all Operational projects
- Close liaison with the Operations Director and Commercial Sales Manager to keep them informed of progress in all areas
- It is imperative that the individual has a telecoms background and has a sound knowledge of the Products, Services and Suppliers for Welcomm alongside networking fundamental skills

PERSONAL ATTRIBUTES

- Strong willed and Resilient
- Ability to manage many conflicting demands
- Ability to see and set priorities for self and the team
- To influence others in the business to achieve key customer deadlines
- Versatile
- Operationally, service and process driven
- Significant Customer Service Management experience
- Project Management expertise, driving, training and developing the team in this area
- Communication skills that are second to none, negotiating, persuading and influencing at all levels
- Experience in telecoms/engineering/IT industries
- Excellent and proven complaint resolution management skills
- UK Travel with occasional out of business hours work, including overnight stays
- Attend any internal meetings outside of normal office hours as and when required

DISCLAIMER

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.