

Job Overview:

Operations Manager

Job Title: Operations Manager	Location: King's Cross, London	Company: Gratte Brothers Building Services & Engineering
Reporting to: Operations Director		

Job Purpose:

We are seeking an experienced Operations Manager to join our senior management team, based at our Head Office in King's Cross, London.

Reporting to the Operations Director, you will lead a team of Account Managers while providing strategic oversight of the Service Desk, ensuring operational excellence, outstanding customer service and commercial performance across a portfolio of contracts. This is an excellent opportunity for a commercially minded leader who enjoys developing high-performing teams, building strong client relationships and driving continuous improvement.

Working Hours:

- Monday to Thursday: 8:30am – 5:00pm
- Friday: 8:30am – 4:00pm
- Full-time, 40 hours per week

Key Areas of Responsibility:

Operational Leadership

- Lead, coordinate and manage a team of Account Managers, providing senior management oversight of the Service Desk to ensure key operational deliverables are achieved.
- Take ownership of the operational structure, ensuring service levels are consistently maintained and customer expectations are met.
- Implement and enforce operational policies, procedures and best practices.
- Liaise with the Business Support Manager to ensure effective collaboration between the Help Desk and Operations teams, including Out of Hours (OOH) support.
- Oversee and support contract mobilisations as required.
- Interview prospective employees as required.

Customer & Service Delivery

- Build and maintain strong customer relationships across the contract portfolio.
- Drive customer excellence through high-quality service delivery.
- Attend and arrange customer meetings as required.
- Oversee quality assurance and quality control processes to ensure contractual and regulatory requirements are met.

Commercial & Financial Performance

- Take full Profit & Loss (P&L) responsibility for your portfolio.
- Monitor Work in Progress (WiP) and debt management through your Account Managers, ensuring agreed financial targets are achieved.
- Drive profitability across the team.
- Support business growth across the contract portfolio.
- Assist with sales opportunities and customer presentations when required.

People Leadership

- Lead, mentor and develop your team, encouraging innovation and continuous improvement.
- Foster a positive, collaborative and high-performing team culture.
- Support the ongoing development of operational best practice.

Health, Safety & Compliance

- Ensure compliance with all Health & Safety legislation and company safety policies.
- Promote a strong safety culture across all contracts.

Knowledge & Experience:

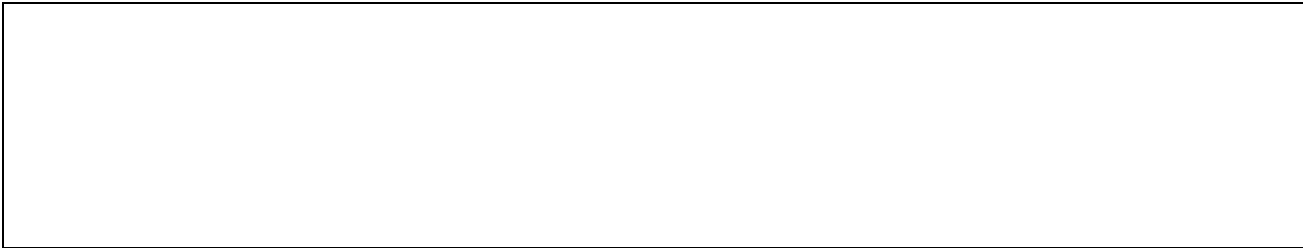
The successful candidate will have:

- Approximately 15 years' experience in a similar operational management role.
- Extensive knowledge of building services, repairs and maintenance.
- Strong commercial awareness, including contract costing and financial management.
- Excellent IT skills, particularly Microsoft Excel and Word.

Attributes & Skills:

We're looking for someone who demonstrates:

- Excellent communication and interpersonal skills.
- Strong leadership and people management capabilities.
- Effective planning and organisational skills.
- A proactive approach to problem-solving and continuous improvement.
- A collaborative attitude and the ability to build positive working relationships.
- A focus on delivering excellent customer service and operational performance.



Qualifications:

- Recognised City and Guilds Mechanical or Electrical qualifications.

*This is a broad overview of the position and does not encompass all aspects of the role.
Gratte Brothers is an equal opportunities employer and welcomes applications from all.*