

Job title	Operations Manager
Reporting to	Divisional Director
location	Huthwaite
Job summary	<p>Svella Connect is a leading provider of telecoms and digital infrastructure, building and installing high-speed broadband networks to help connect businesses and residents with full-fibre internet. With depots in Warrington, Leeds and Huthwaite, Nottinghamshire, we are a leading contractor for telecoms and internet providers such as Virgin Media and Openreach – and carry out a range of projects across Yorkshire, Midlands and the Northwest.</p> <p>Our vision is to be the employer of choice in the industry by investing in long-term growth, introducing technology, innovation and developing efficient ways of working to ensure excellent service for our clients and their customers.</p> <p>An opportunity has arisen for a Senior Operations Manager to assist us on the delivery of projects within our Network Build team for BT Openreach and Centro in the Midlands.</p> <p>The Senior Operations Manager is responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring a seamless handover of monthly/weekly build programmes from PMs for ownership by the operations team.</li> <li>• Report operational progress against the programmes to PMs on a weekly/daily basis.</li> <li>• Client Management Lead for day-to-day operations.</li> <li>• Management and development of staff.</li> <li>• Delivery of Civils, Fibre, Splicing projects – utilising PIA, underground and overhead.</li> <li>• Resource Management, to include Subcontract Teams to meet demands and challenges.</li> <li>• Help Develop required Department Structure.</li> <li>• Management reporting into Client and Internal Senior Management.</li> <li>• Representation of the company at Client meetings.</li> <li>• Oversee running of all Field Operations.</li> <li>• Ensure the whereabouts of staff tracking them with progress reports.</li> <li>• Adherence to Health &amp; Safety and Environmental policies.</li> <li>• Maintain Training records NOPs cards, SMART awards.</li> <li>• Manage inductions for all sub-contractors.</li> <li>• Control CDM licencing and operations.</li> <li>• Application for EIN quals for Openreach.</li> <li>• Oversee Stores/BoM management.</li> <li>• Prepare Contract Performance Presentations.</li> <li>• Ensure correct invoicing against completed works</li> <li>• Ensuring effective quality assurance and the overall integrity of the programmes - focusing inwardly on the internal consistency of the programmes across the regions.</li> </ul>
Skills, qualifications and experience required	<p>As an experienced Senior Operations Manager, you will have:</p> <ul style="list-style-type: none"> <li>• Effective leadership, interpersonal and communication skills.</li> <li>• The ability to command respect and to create a sense of community amongst the members of the project and operations teams.</li> <li>• Good knowledge of techniques for planning, monitoring and executing programmes.</li> </ul>

	<ul style="list-style-type: none"> <li>• Effective knowledge of telecoms build processes and the required operational compliance to deliver on time and quality.</li> <li>• Experience of budgeting and resource allocation procedures</li> <li>• Sufficient seniority and credibility to advise operations teams and sub-contractors on programme of works and daily schedules.</li>   <li>• Telecoms Industry knowledge is essential.</li> <li>• An understanding of managing cabling, civils and splicing is essential.</li> <li>• Commercial and contractual awareness.</li> <li>• SMSTS card is desirable.</li> <li>• NRSWA Awareness desirable.</li> <li>• Working knowledge of Microsoft packages.</li> <li>• Be able to foster a strong team environment.</li> <li>• Be proactive in your approach.</li> <li>• A high level of diplomacy and customer focused.</li> </ul>
<b>Salary &amp; Benefits</b>	<p>For the right candidates we offer an attractive benefits package in a rapidly expanding forward thinking company. Competitive salary depending upon experience and qualifications.</p>
<b>Applications</b>	<p>All applications in writing, including full CV to: <a href="mailto:recruitment@svellaconnect.com">recruitment@svellaconnect.com</a></p> <p>At Svella, we are committed to creating inclusive opportunities for all our employees. We encourage applicants from all backgrounds to reflect the communities in which we operate and serve, and the customers we support. Please do let us know should you require any reasonable adjustments during any part of the application process.</p>