

# Job Description

<b>Job Title</b>	Operations Manager (Solar PV)
<b>Department</b>	Green Homes Grant (GHG)
<b>Location</b>	Regional based, travel required throughout the UK.
<b>Reporting to</b>	Area Manager, Operations Director
<b>Key Relationships</b>	Area Manager, Operations Director, All trades, customers, clients, H&S, HR, Subcontractors

*The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.*

*You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.*

*This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.*

## Overview of the Role

We have an exciting opportunity for an Operations Manager (Solar PV) to join Everwarm and help support the delivery of our contracts throughout the UK.

The role of the Operations Manager (Solar PV) is to efficiently manage the PV installation and to successfully deliver high levels of quality and performance whilst being fully competent in all aspects of operational delivery. Preferably, with expertise within renewable fuels and technologies to support and manage the development into various contracts of work.

## Main Duties and Responsibilities:

- Day-to-day management of your team; responding to queries and carrying out visits of works.
- Ensure Clients targets dates are adhered to and any variations notified immediately.
- Identification/agreement of variations (with Client).
- Monitor and Assess performance of team to achieve greatest efficiency and outputs.
- Everwarm are approved contractors of NICEIC governing body. Part of role would ensure compliance for annual audit from governing body (preparing for the assessment and fulfilling role as Qualified Supervisor as defined by NICEIC). This will include but is not limited to ensuring Company accreditations are up-to-date and working with the Health and Safety department to prepare for internal and external audits.
- Ensure Health & Safety & Environmental procedures and standards are adhered to.
- Ensuring all certification and documentation is completed accurately.
- Monitor and implement measures to improve KPI's.
- Support recruitment of new employees.
- Ensure current staff are fully compliant with current regulations and Company procedures. Work with Health and Safety to ensure training matrix is up-to-date and support Training Administration team to ensure courses are booked in advance to maintain qualifications.
- Conduct probationary reviews with new staff members and performance reviews with existing staff members.
- Upskill staff via regular coaching sessions or toolbox talks.
- Complete WIP/compliance audit on field-based employees/subcontractors. Implement any actions highlighted from these visits.
- Produce monthly board report for Department.

# Job Description

- Support Health and Safety Department by investigating electrical incidents and reporting accurately and fully.
- To ensure correct uniform is worn at all times when representing the company.
- Be prepared to work flexibly with the possibility of work away from home and outside normal working hours depending on the needs of the business.
- To report any vulnerabilities or concerns to management so it can be addressed.
- To keep your allocated company vehicle clean and tidy at all times ensuring any waste is disposed of to company/HSE regulations. Ensure the same of your team with regular spot checks of vans.
- To be fully conversant with all aspects of electrical installation.
- Ensure compliance with the IEE Wiring Regulations at all times, and that the appropriate materials used.
- To liaise with customers to resolve complaint resolution.
- To work with, and provide information relating to technical matters, to Senior Management.
- Ensure that any required qualifications for your position remain valid and to ensure that any necessary training is arranged and undertaken within the specified timescales.
- To attend meetings, training sessions and conferences as required.
- To participate in the on-call duty manager rota as required.
- To act at all times in accordance with the Group's rules, policies, procedures and financial regulations.

## Qualifications

### Essential:

- Recognised City & Guilds electrical qualification (e.g. electrical installation theory. Associated studies, electrical and electronic craft studies)
- City & Guilds 18th Edition (2381)

### Desirable:

- Renewable Fuels (Solar PV; Solar Thermal; Air Sourced Heat Pumps) – City & Guilds or equivalent BPEC
- City & Guilds Electrical Testing or Scottish NVQ Level 3 equivalent
- A recognised management qualification (Level 4 NEBSM, SMVQ or similar)

## Person Specification

### Skills and Knowledge:

- Confident with an in-depth understanding and coordination around all elements of installation processes incorporating various tasks.
- Strong experience with working to contract and management programmes to achieve SLA/KPIs
- Target and quality driven.
- Strong Commercial awareness and customer focus
- Strong communication, organization, persuasion, influencing, negotiation and decision-making skills.
- Meticulous attention to detail.
- Ability to assess situations and develop/implement improvement plans.
- Ability to work effectively at all levels of the Company
- Sufficiently mobile and flexible to attend meetings/appointments across the UK.
- Excellent negotiation skills.
- Excellent organizational skills, in particular the storing of information pertinent to Contracts.
- Accurate recording and reporting of information.
- Ability to working autonomously.
- Ability to work across various technology platforms.

### Experience:

- At least 5 years' experience within Contract Management or operational role.
- At least 2 years experience with people management.
- Experience of multiple stakeholder engagement.
- Success in working on fuel poverty schemes/programmes with a passion to make a wide environmental impact.

# Job Description

- Setting programme/contract short-term and long-term goals and objectives personally and for assignment team members.

## **Additional Requirements:**

- Disclosure Check
- Full Clean Driving License

## **What We Offer**

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- Company van and fuel card for business purposes.
- Generous Sick Pay
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Access to Flexible Benefits Scheme (including buy holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.