

JOB DESCRIPTION

Job Title	Operations Manager
Reports To	Projects Director
Function	Operations/Projects
Version/Date	September 2024

Job Purpose

As our business experiences significant growth, a new role of Operations Manager has been created to manage existing daily operations of our assembly & test facility and to help build a world class Operations capability to support a significant increase in volume and mix.

The ideal candidate will be a strategic thinker who is able to quickly stabilise and co-ordinate the varying requirements on the facility, whilst simultaneously building a team who will work to new processes that support the future demands on the business.

Key Responsibilities

Responsibilities include:

- Overall current headcount responsibility of approx. 30 employees.
- Management of key metrics and targets for Operations, including Safety, Quality, Delivery, Cost.
- Lead, motivate and support the UK team within a time-sensitive and demanding environment.
- Implementation of career development plans for all direct reports including annual appraisals.
- Track staffing requirements, hiring new employees with the assistance of the HR team as needed. Build a high performing Operations organisation to achieve Company targets.
- Lead the introduction of Lean systems and processes to drive out waste in Operations.
- Leading change initiatives both at the technical and people levels through recommendation of improvements in structure and processes by identifying performance gaps and resolving these with efficient and cost-effective solutions
- Maintain consistent communication with management, staff and vendors.
- Work closely with commercial and QHSE to make sure activities remain complaint.
- Participate in Company reviews both with clients internally and externally. Develop a culture of Continuous Improvement.
- Support the seamless introduction of new products and manufacturing services into Operations.
- Work closely with key internal manufacturing capability to ensure supply of parts to assembly is balanced with demand.
- Work closely with Supply Chain Manager to control inventory levels and balance external supply with demand.

Qualifications/Skills

- Preferred degree level qualifications in Manufacturing Engineering/Management, Mechanical Engineering.
- Significant experience working in Operations Leadership roles, preferably high value, high mix, medium volume environment.
- A strong people leader and experience of mentoring, coaching performance management.
- Ability to produce key material to present at senior leader level.
- A resilient and progressive mentality, looking for opportunities for innovation.
- Demonstrated experience in workplace environments undergoing significant change and has the ability to influence stakeholders across the Business.
- Strong background in Lean and Continuous Improvement.
- Excellent communication skills with people at all levels of the business and able to successfully communicate company updates and changes clearly and effectively.
- Experience in introduction of new products into the Operations environment.
- Experience in demand and supply chain planning, preferably using SOP processes
- Proficient user of Microsoft office i.e. excel, word and PowerPoint.
- Experience of using access databases is advantageous.

Personal attributes and other requirements

- As a defence contractor, we have a number of security obligations placed upon the Company, which means that all our staff, must be able to successfully achieve the relevant security clearances.
- Holds a valid UK driving license.
- A passion for working in engineering/defence environment.

Working Conditions

Typically, office based (Newcastle upon Tyne) but occasional travel may be required across the UK and with potential periods overseas when required.