

Head of Operations

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Company: Skanska

Location: United Kingdom

Category: other-general

Description and requirements

Skanska, one of the world's leading project development and construction groups, is an inclusive and responsible business that is helping to build a better society. Our Building Services division deliver first class facilities management, including a key contract with the MoD where our in-house team of experts provides a range of hard , soft and project and lifecycle service at the main headquarters of the Ministry of Defence in North London, all within a complex, highly secure environment. We currently seek a Head of Operations to manage the operational function requirements of both the Hard and Soft Facilities Management contracts, to meet the obligations and deliverables to the Service Level Agreement. The Operational functions include Planned, Reactive and Small-Scale Extra Works, and the provision of customer support functions. This key role sits within the Leadership team , reporting directly into the Project Director coordinating the operational works of your teams alongside the technical, H&S and performance teams to ensure all works are correctly planned and delivered to meet statutory and mandatory, and business requirements.

You'll:

- Manage operational workstreams - including Asset and Engineering, and Soft Services Support Services functions - to successfully deliver all contractual and Skanska business obligations and requirements. Operational workstreams may adapt to meet business needs.
- Develop the team so that all employees under your remit understand the contract deliverables for their department and are competent and suitably trained to achieve the required quality and output of work
- Work in partnership with the Senior Technical Manager and others to understand the solutions or

recommendations for works and ensure that agreed solutions are implemented in line with legislative, contractual, mandatory, and statutory requirements

- Implement methodical work planning and scheduling and provide Management Information to ensure visibility of works performance.
- Manage the contracts and service delivery performance of outsourced services, for example, catering, cleaning, grounds maintenance and critical hard services service contracts.
- Accountable to achieve the financial and budgetary performance (Profit & Loss) of the direct and indirect resources required to deliver the operational services, working with the Commercial and other teams to ensure that all cost recovery and revenue opportunities are achieved, and our entitlements are applied as per the contract
- Actively engage and involved in Skanska's quarterly forecast to review cost and revenue and measure performance in monthly cost value reconciliation (CVR) reviews and help the team to prepare narratives on any variances. Help the team towards achieving revenue and GI targets and maximise where and when possible.
- Work collaboratively with the Client and Customer and engender a culture of customer focus with your and all site teams, taking ownership of business meetings to prepare agendas and capture minutes and actions.

We are looking for:

- Operational lead experience within Hard and Soft Facilities Management, being able to demonstrate knowledge and competency to lead operational and technical teams across both functions.
- Management of FM services within a PFI contract or Defence or Secure Environment preferable.
- Excellent Stakeholder Management skills are essential, being well experienced to work and communicate with frontline employees through to meeting (presenting, working with, and negotiating) with senior Clients and Customers.
- Ability to hold DV security clearance.

Equal opportunities

We thrive through embracing differences, whether they be social backgrounds, ethnicity, disability, gender identity or expression, age, religion, sexual orientation and any other protected characteristic - we know that diversity opens a rich potential for new ways of thinking, helping us to build successful and high-performing teams. We call it Naturally Skanska.

Flexible working

We welcome you to ask about flexibility at interview stage and we will explore what is possible for the role.

Reasonable adjustments

We would like you to perform at your best at every stage of our recruitment process. Please contact us using recruitment@skanska.co.uk if you require any adjustments that would support you throughout your application.

More information about the role

 Please note this is an advert for our job vacancy, and therefore may not be inclusive of all assigned duties, responsibilities, or aspects of the role described, and may be amended at any time at the sole discretion of Skanska. For a full role profile, please contact us: recruitment@skanska.co.uk

 Closing date

 The closing date for this vacancy may be subject to change any time at the sole discretion of the business.

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