

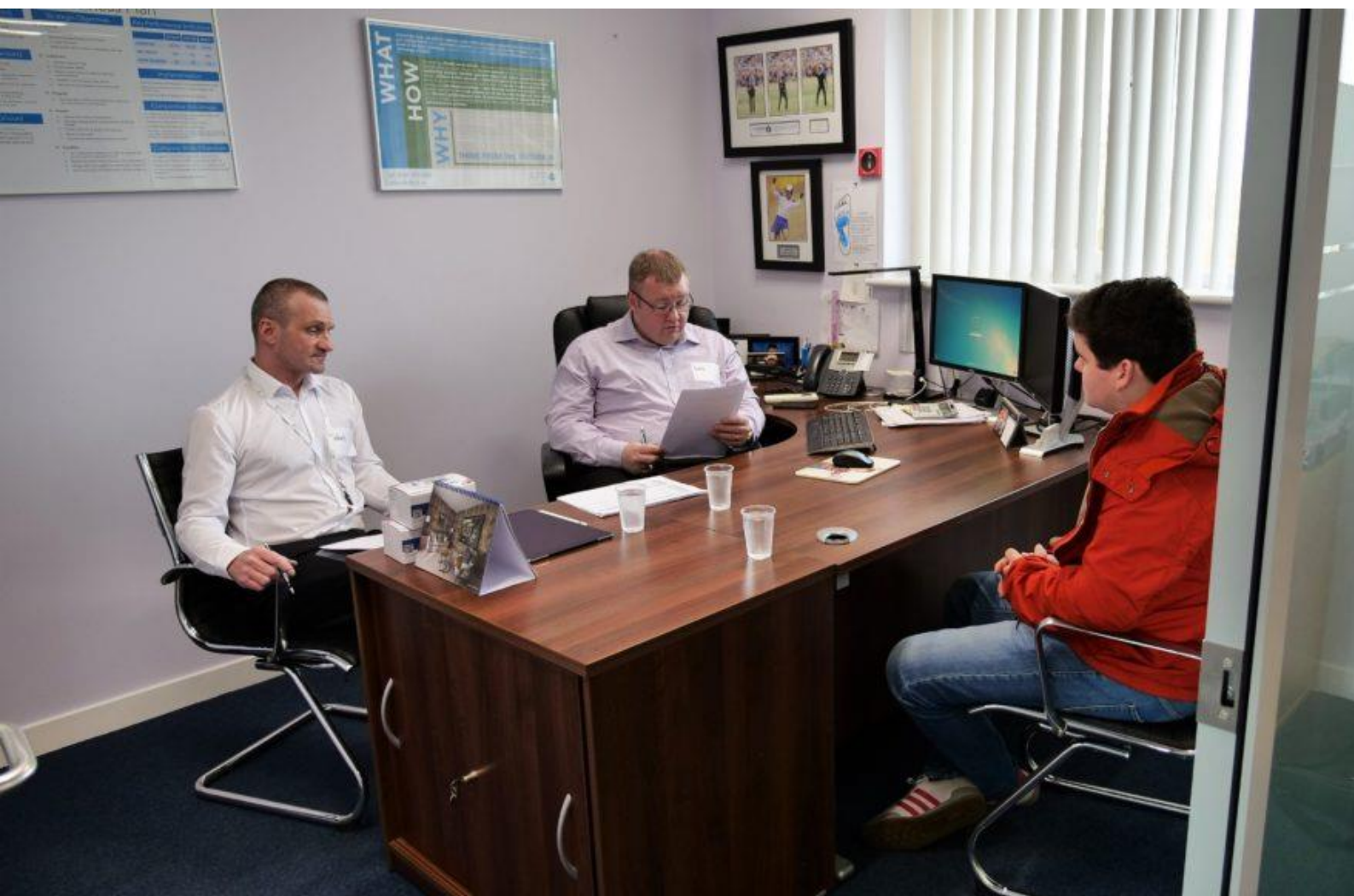


POSITION PROFILE

Operations
Director



The Company	3
The Role and Responsibilities	4
Remuneration & Benefits Package	7
The Recruitment Process	8





Alba Facilities Services was formed in 2003 with our headquarters originally in Cumbernauld. In 2010 we relocated to a purpose-built office in Glasgow. Since 2003 we have grown to a team of 60 staff who provide our services throughout Scotland.

Our directly employed engineering workforce works throughout Scotland on a mobile basis. This allows us to deliver services at over three hundred locations for various customers both within the commercial and public sectors.

We have a varied client base, and this now ranges from international banks, nationwide restaurant chains, office complexes, sports centres, hotels and retail outlets. This demonstrates that we can tailor our services to the individual client's needs no matter the size or industry.

From our head office in Glasgow, we provide mechanical, electrical, and building fabric-led building services. Our Managing Director, Finance Director and Contract Managers are based here and are supported by our facilities management helpdesk, administration team and accounts team.

Due to continued growth and an internal move we are seeking a new Operations Director.

Our Values:

- Pride
- Safety
- Customer focus
- Ethical
- Enthusiastic





Role Title:	Operations Director
Reports to:	Managing Director
Location:	Glasgow (with travel to clients throughout Scotland)

Purpose:

As our Operations Director transitions into a new internal Business Development role, designed to support the company's ambitious growth plans, we are looking to appoint a new Operations Director responsible for holding overall accountability for the successful planning, direction and coordination of business operations. The Operations Director will lead and manage all aspects of service delivery within Alba. This role ensures the highest standards of service, client satisfaction, operational efficiency, and compliance with regulatory and safety standards. The role will oversee a team of managers and staff, develop strategic plans, improve the performance, productivity, efficiency and profitability of business operations and drive continuous improvement initiatives, guided by our company values; pride, safety, customer focus, ethical, enthusiastic.

Key areas of responsibility:

Strategic Input

- Liaise with the board of directors to contribute to the development of strategic plans for operational activity to ensure the company achieves its short and long-term goals
- Devise, implement and manage operational plans
- Collaborate with the senior leadership team to align service delivery of new and existing contracts with the overall company goals and objectives

Finance

- Develop and control operational budgets to achieve agreed levels of profitability
- Review and analyse available financial data e.g. management accounts, CAFM to identify trends and opportunities for continuous improvement with the support of the finance team
- Use the information to deliver business cases that will correct any adverse actual to budget variances
- Manage overheads – explain variances to budget, identify corrective actions and challenges cost
- Oversee pricing strategies and contract negotiations to maximise profitability

Operations

- Project management – support operational managers to deliver larger project plans, tenders, and quotes within realistic profit margins
- Aware of issues, ensure all issues are dealt with in a timely manner, rectify and minimise the impact of all issues raised, keep clear concise records of actions taken



People

- Recruitment – support recruitment process to meet agreed SLAs
- Employee engagement – liaise with HRBP to use IIP survey feedback to drive employee engagement
- Manage the operations team management / supervisors to fulfil the requirements of their role by holding structured monthly meetings where actions are agreed, recorded, acted upon, and reviewed
- Employee relations
- Managing behaviour and performance – liaise with HRBP to deal with issues fairly, and consistently at an early stage; support managers and supervisors to manage shortfalls in performance; ensure appraisals are carried out as per agreed schedule; recognise and praise good performance; all team members to have SMART action plans linked to business plan
- Building capability – feedback is given to managers and supervisors regularly; identify training needs for managers and supervisors; spend time developing team; ensure all managers and supervisors have a personal development plan; support succession planning and upskilling of the team

Communication

- Facilitate coordination and communication between the helpdesk, client, and engineering teams
- Influence others by presenting clearly thought-through plans for efficiencies
- Ensure relevant information is communicated to the right people in a timely manner using an appropriate communication method
- Demonstrate ability to communicate with different levels/functions
- Effectively chair meetings, ensure relevant information is covered, minutes and actions are issued
- Provide regular feedback

Standards

- Ensure work is carried out to specification and is legislatively compliant
- Drive a positive safe culture
- Manage team to ISO environmental standards
- Ensure compliance with all policies and procedures in support of company goals
- Apply a consistent approach in a fair manner
- Demonstrate and manage people in line with company values; challenge and deal with any behaviour which is not in line with company values
- Promote service-led culture
- Deal with issues



Sales

- Overall accountability for new and existing customer sales targets for projects / quotes
- Working through the account manager's overall accountability for identifying opportunities for upselling or cross-selling additional services

Client Management

- Build relationships
 - Develop strong relationships with customers by understanding their needs, concerns and preferences. Regular communication and meetings to address client questions, issues and concerns
 - Work closely with Account Managers, Helpdesk and Engineers to address and resolve any issues or complaints
 - Collate feedback to drive service improvements

Personal responsibility

- Lead by example
- Ensure knowledge / qualifications are kept up to date e.g. certificates, policies, legislation
- Pro-active approach to own development
- Take ownership and challenge unacceptable standards and behaviour

In summary, the successful candidate will be passionate about:

- Leading the team
- Results focus
- Customer focus
- Influential communication and impact
- Thinking and problem-solving
- Building capability
- Managing change
- Working the Alba way



Remuneration & Benefits Package:

- Salary: Competitive (information available upon request)
- Work Pattern: 4 Day work week (Uncompressed hours 8:00am – 5:00pm)
- Holidays: 6.6 Weeks per year
- Pension: 5% Employer & 5% Employee
- Company Car: EV preferred depending on travel distance
- Private Healthcare
- Enhanced Paternity Leave
- Cycle to Work Scheme
- Enhanced Sick Pay
- Death in Service: x2 years (After 1 year of service)





The Recruitment Process:



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- The search and selection process of this assignment is being managed by Director **Ali Shaw**, Consultant **Rachel Sim**, and Research Consultant **Harry Thomson**.
- Selected professionals will then be invited to interview with selected shareholders and stakeholders
- All third-party applications, enquiries and direct approaches to Alba Facilities Services will be referred to Livingston James

Alba Facility Services is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity