



DEVORAN METALS

Role Title: Operations Director

Responsible to: Managing Director (MD) - Richard Orsman

Role Purpose

The purpose of the role is to lead and manage the day-to-day operations to achieve the longer-term strategy agreed with the MD, this includes:

- ✓ Support and maintain agreed sales and margin targets for the company.
- ✓ Developing and implementing new sales initiatives, strategies, and programmes to drive sales growth.
- ✓ Oversee the efficient, timely and safe production of reinforcing materials in the factory and warehouse by the Production Manager.
- ✓ Support the delivery of First-Class customer service provided by the General Manager.
- ✓ Represent the company effectively with comprehensive knowledge of our offerings.
- ✓ Leadership that motivates the team and day to day management that promotes a productive, safe, and supportive workplace.

Considerations

Annual Financial Accountability

Across core reinforcing materials and a wider range of accessory services: £9M+ turnover.

Management Accountability

Nature of Management

- ✓ Leadership of the team at Devoran Metals
- ✓ Direct management responsibility for Production Manager and General Manager
- ✓ Day to day liaison with the MD
- ✓ 25 Employees plus agency
- ✓ Build and develop customer relationships

Key Objectives & Accountabilities

The structure, duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed annually.

- Develop with the MD straightforward short, medium, and long-term strategies to achieve the shareholders and stakeholders' objectives.
- Develop and agree with the MD a practical business plan to deliver strategic objectives.
- Prepare annual budgets and maintain clear oversight of all financial and budgetary matters throughout each financial year, ensuring all significant risks are controlled and profit margins are maintained.
- Identify business development opportunities including partnerships that will extend the company's client base and geographic reach.
- Developing and implementing new sales initiatives, strategies and programmes to build sales growth.
- Establishing productive and professional relationships with customers, building and promoting healthy, long-lasting customer relations with both new and existing accounts.
- Oversee the creation and implementation of a marketing plan that will raise the profile and awareness of the range of products offered by the company to target existing and potential customers.
- Ensure that the factory meets performance measures that have been discussed and agreed with the Production Manager.
- Continue to build a culture of First-Class customer service (i.e., responsive, accurate, efficient, proactive) with the General Manager, measuring performance against team agreed measures.
- Keep abreast of developments in products, production and technology in the sector and promote an innovative approach for the company in response.
- Ensure that the company operates within all current regulatory and legislative requirements and that the company anticipates and is ready to implement changes in these requirements. This includes construction and CARES regulation, Health & Safety, Employment Law, Accounting, and Information Governance.

NB: This Director of Operations role is considered an opportunity to develop into a Managing Director position in the future, with the current MD becoming Chairman.

Knowledge, Skills & Experience	Essential or Desirable
Has led or been part of effective strategy development for a business of reasonable complexity	Essential
Proven record of success with the entire sales process, from planning to closing.	Essential
Proven ability of multiple operational functions and principles, including finance, customer service, production, and employee/people management	Essential
Demonstrable ability to identify and analyse complex data to find the key information, identification of trends and responding swiftly to risk and opportunities	Essential
Understanding of operations management either through directly managing production / logistics / service processes or a close understanding of this	Direct management desirable, insight essential
Outstanding ability to build existing and potential customer working relationships combined with skills to present to, quote and negotiate to achieve successful outcomes	Essential
Experienced in working with colleagues and developing processes that create a great customer experience and developing this on an ongoing basis from feedback to build the reputation of the business	Desirable
Operated in a senior or leadership role within the construction sector or a manufacturing, production, or engineering environment	Desirable

Personal Attributes	Essential or Desirable
Self-starter with hunger to achieve and innovate, backed by the resilience to cope with the inevitable challenges.	Essential
Single minded drive to 'get things done' backed by trustworthiness, integrity and clear understanding of the priorities for the business	Essential
Flexible, adaptable, able to work proactively with a positive can-do attitude	Essential

Charisma and drive that generates trust and confidence in others (including customers) and an ability to lead and manage teams in an inclusive way	Essential
Tenacity, quick response, and people skills to help capture sales opportunities	Essential
Flexibility of thought to respond astutely to changing circumstances and complex problems including external challenges	Essential
Ability to create and work to tight deadlines as part of a small team	Essential

Other Requirements	Essential or Desirable
Full driving licence	Essential
Ability to competently use the main MS Office suite of products and to pick up the use of bespoke software programmes	Essential