****

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title** | Cluster Operations Manager |
| **Location** | Castle Donington / Birmingham |
| **Reports to** | Project Director |
| **Hours of Work** | 07:00 – 19:00 Monday – Friday  08:00 – 1300 – Saturday -  Saturday afternoon and Sundays – *May be required* |
| **Salary Range** | To be discussed |
| **Staff Responsibilities** | Venue Site Managers |

|  |
| --- |
| **Role Objective** |
| GL events UK has won a major international event in 2022. To deliver this exciting project we are establishing a dedicated Project Delivery Team.  The project is made up of 2 venue clusters, one is mainly greenfield venues, the other is mainly fixed venues.  This key role involves management of the cluster operations to include, but not limited to, co-ordination of stock equipment, management of plant machinery, transport and sub-contractors as part of the scope of services, working closely with the Cluster Manager and Venue Site Managers.  There is also a requirement for this role to have an extensive knowledge of CDM and Health and Safety in the UK.  The key focus will be the safe, on-budget and on schedule delivery of the project. |

|  |
| --- |
| **Key Responsibilities** |
| * First line liaison between Cluster Managers and Project Delivery Team. * Co-ordination of sub-contractors and internal GL events business units. * Control of resources to perform at or below budgeted level. * Deliver site elements to schedule and within budget * Document and resolve occasions where performance fails to meet targets. * Produce weekly performance and staffing reports for the Project Director * Set target performance levels for the delivery team and sub-contractors, measuring against achievement of targets. * Interaction and co-ordination with the client cluster managers and venue management * Manage the waste in line with the waste management plan * Co-ordinate and manage the cluster in line with the project sustainability management plans * Provide cover for venue site management role where required   Overview of the Cluster, with particular attention to:   * Feasibility of achieving the technical specification. * Approval of job costing information for all contracts in consultation with Cluster Managers. * In conjunction with group Quality Manager, set and maintain standards of finish on site, using spot checks, customer feedback and internal communications to monitor performance. * Set and develop handling procedures in conjunction with the project H&S lead. * Participating in meetings to establish requirements of particular clusters.   Health & Safety: (In conjunction with the project H&S lead)   * The responsibility for the implementation of current and new legislation and company policy to ensure effective compliance. * Undertaking induction and Health & Safety related training, including assisting with the effective management of location training records. * Ensuring that all records and procedures required for Health & Safety are completed accurately and fully within given time scales. * Assist with random drugs and alcohol testing. * Ensure all tools/equipment meet legal requirements and industry standard. * MHE   PPE:   * Ensure all COSHH items are handled using the correct documentation which meet legal requirements and industry standard. * Ensure staff working on all sites comply with regulations working with the project health and safety lead. * Ensure the appropriate workwear provided is worn. * Introduce targets, KPI, SLA’s to improve the current operation, monitor and measure performance. * Additional out of hours work and emergency cover may be required. * Provide holiday cover for other members of Operations team where required. |

|  |  |  |
| --- | --- | --- |
| **Skills and Experience** | | |
| ***Please List*** | Essential | Desirable |
| Ability to prioritise tasks to ensure compliance with company and legal requirements |  |  |
| Knowledge of the industry, mechanical handling equipment. |  |  |
| Ability to work under pressure and within tight timescales. |  |  |
| Proven ability to communicate effectively with all levels in both verbal and written formats |  |  |
| A calm, structured approach to tasks and issues |  |  |
| Strength of character, energy and an ability to interact proactively at all levels |  |  |
| Sound skills in persuasion, influencing and motivation |  |  |
| An active management team advocates, but also able to work on their own initiative |  |  |
| Ability to analyse and manipulate data and keep orderly, accurate records |  |  |
| Highly organised with good control of paperwork |  |  |
| Good managerial and IT skills |  |  |
| **Competencies** |  |  |
| SMSTS qualified | ✓ |  |
| Project management qualification |  | ✓ |
| First Aid at Work | ✓ |  |

|  |
| --- |
| **Mobility Requirements**  Full clean driving licence or suitable access to public transport |
| The role will be based in the GL event project office in Birmingham. You may be required to travel as part of your duties and will need to visit sites throughout your probationary/training period in order to understand the company’s products and meet with sub-contractors. |

|  |
| --- |
| **Additional Comments** |
| In order to fulfil your duties occasional overtime and weekend work may be required.  This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the business needs of the company |