

# Operations Manager (Trade)

**Salary Range: £53,857 - £61,470**

**Grade: Level 5 Zone 1**

**Location: Camden Way**

**Reports to: Dean Marshall**



# About the role

We are seeking a highly skilled and experienced Operations Manager to join our team. Reporting directly to the FM Commercial Service Manager, you will be a senior manager with strong surveying capabilities and excellent technical knowledge. This role requires exceptional interpersonal skills and the ability to work both independently and collaboratively to ensure that responsive repairs and planned maintenance are delivered to the highest standards of quality.

You will be responsible for continually managing performance, monitoring compliance, and controlling quality assurance of the inhouse engineering staff and the specialist sub contractors' work. Ensuring that planned preventative maintenance, statutory compliance in our education establishments is maintained to high standards, Health & Safety procedures and policies are adhered to by staff and contractors is a critical aspect of your role. Additionally, you will plan, manage, and deliver minor building works aimed at improving educational environments, applying innovation, best practice, and best value in commissioning and delivery.

You will lead condition surveys of Housing Tenants Residents Association (TRA) buildings, plan condition works on a rolling basis and ensure that Council assets are maintained in accordance with relevant legislation. Furthermore, you will work closely with senior management across commercial and housing sectors to provide strategic plans for potential shared use opportunities between TRA and VCS communities.

## The things you'll achieve

- Manage and develop operational staff to deliver customer-focused works, ensuring effective performance management and organising relevant training. Conduct toolbox talks and ensure engineering staff are equipped with the necessary skills and knowledge.
- Undertake inspections on building repairs and maintenance related to the building fabric, mechanical, plumbing, and electrical works. Specify, manage, and control works, providing clear and precise reports to ensure high standards are maintained.
- Lead critical projects that support customer satisfaction and operational excellence. Review the condition, current use, operational needs, and future options for shared use sites within TRA and VCS, driving improvements and innovation.
- Project manage contractors to deliver projects within agreed timescales and budget, ensuring value for money. Manage a capital budget of up to £250k per job and ensure contractors' final accounts are agreed and verified promptly.
- Enhanced team performance: Operational staff will be well-trained, motivated, and delivering high-quality, customer-focused works. Your leadership will foster a culture of continuous improvement and excellence.
- Improved maintenance standards: Regular inspections and precise reporting will ensure building repairs and maintenance are consistently high-quality, contributing to the overall efficiency and effectiveness of the operations.

# About you

## **Experience**

- NVQ Level 4 or equivalent in a building trade, M&E, or appropriate degree.
- Extensive experience managing a planned and reactive maintenance engineering service team.
- Extensive experience supervising a direct delivery workforce.
- 10 years' experience in the industry.
- Experience of working in high-volume maintenance.
- Proven ability to provide clear and precise technical reports for use outside of the directorate.
- Up-to-date understanding of health and safety responsibilities of a maintenance service, preferably IOSH Managing Safely.

## **You have**

- You possess excellent technical knowledge and interpersonal skills, enabling you to work both independently and collaboratively.
- You have strong analytical, communication, and problem-solving skills, focusing on delivering creative, budget management, and cost-effective solutions.
- You have good planning and organisational skills.
- You have good IT skills, including the use of CAFM systems, PDAs, Excel, and MS Office.

# Other important information...

## **People management**

Line management of a team of engineering staff and Facilities Officers to include supervision, appraisals, and development. The post holder will be responsible for direct management of up to 13+ staff including eight multi skilled commercial engineers, five handy persons and contractors' staff working on site.

## **Work environment**

Repairs and maintenance delivery in a high-volume, fast-moving environment can be high-pressure. Flexibility, adaptability, and quick decision-making are vital as priorities change frequently. You will visit properties pre, during, or post completion. Physical demands include using ladders for ceiling inspections, climbing scaffolds, manual handling like removing access panels, installing tower scaffolds, exposure to dust and noise, and crouching for low-level inspections.

## **Who you will be working with**

You will work within the highly regarded schools' inhouse delivery team reporting to Dean Marshall, FM Commercial Service Manager. You will work closely with schools and children's centres and wider FM team and other services within the Council. The service operates extended weekday working hours typically between 7am and 5pm and you will be required to work flexibly to support service delivery between these hours.

## **The application process**

**Anonymised Application** – in keeping with Camden's commitment to inclusion the recruitment to this role is anonymised and supports the objective of reducing the impact of unconscious bias.

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

