

**JOB TITLE:** General Manager - Operations

**LOCATION:** National role

**REPORTS TO:** Managing Director

**RESPONSIBLE FOR:** Aggregate manufacturing/processing sites currently Brandon, Leeds and Avonmouth

**INTERACTS WITH:** Directors, Senior Leadership Team, Production Staff, Contractors, B2B Customers/Suppliers and the public

**HOURS OF WORK:** Primarily 9.00am – 5.30 pm Monday to Friday. (37.5 hours per week). Due to the nature of the role flexibility, national and international travel and additional hours may be required according to business needs

**DATE OF ISSUE:** January 2021



## JOB PURPOSE

The job holder is to take full operational and budgetary responsibility for the three existing sites and potentially new sites as and when they are developed.

Active and hands-on member of the management team responsible for coaching, guiding and supporting the Site Managers to achieve, through their teams, the agreed objectives and standards and efficient operation of all sites, sharing best practices wherever possible.

The job holder will ensure and promote consistency and 'one team' across all O.C.O sites ensuring that all Company procedures and policies are being followed and improved where appropriate in line with agreed management systems to ensure customers receive the best levels of product/service and the employees delivering the product/service are fully trained, motivated and skilled to do so. The job holder will also ensure, through the site managers, full compliance with all operational standards, IMS, ISO accreditation and Health & Safety legislation relevant to site activities.

Fully accountable for the production, mix design and overheads of each facility – compilation and agreement of site budgets, targets and forecasts, to ensure transparency and regular feedback on key issues, safety, quality and profit improvement initiatives.

The job holder will be required to maintain, develop and contribute to the ethos of continuous improvements across all areas of the business, leading and supporting the recruitment, commissioning, build and testing of additional lines and/or new facilities as they come on-stream.

Other job responsibilities include ensuring that all the sites are giving their best possible outputs and recommending and devising any new policies that are likely to prove beneficial to the Company.

A visible role model, the job holder will need to attend and present at various management meetings relating to their area of responsibility.



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## KEY DUTIES

To review and develop the operational and commercial elements of each manufacturing site, ensuring all activities are closely analysed and recorded, which in turn will guide and justify any decisions.

Lead by example to promote and positively drive the delivery of all Health & Safety, Compliance, Security and HR policies and procedures ensuring that all Company policies and procedures are fully complied with and applied in a fair and consistent manner.

Provide hands-on guidance and leadership coaching and develop the Site Managers within their areas of responsibility to ensure they provide a high level of motivation, morale and professionalism to encourage productivity whilst ensuring cost control is achieved and maintained without detriment to product quality.

Build a strong relationship with the HSEQ Manager and ensure, through the Site Managers, that all sites and any associated plant are operated in a safe and legal manner and maintained in accordance with the relevant SOPs, permits or exemptions, positively contributing to the IMS and ISO accreditation relative to the scope of the role.

Set up and maintain a process of giving and receiving feedback, including setting targets and reviewing achievements with the Site Managers and other direct reports within the area of responsibility.

Liaise regularly across all sites leading and organising regular Managers' and cross plant functional meetings to ensure cohesion and consistency and to encourage teamwork and the sharing of new ideas and being open to learning new approaches.

Ensure a consistently high standard of professionalism is set and maintained across all O.C.O operations, Identifying and positively promoting training and development in self and others, ensuring relevant industry and environmental qualifications are attained i.e. Certificate of Technical Competence – COTC, Institution of Occupational Safety and Health - IOSH Managing Safely and WAMITAB.

Contribute to the drive on Sustainability and improvement in key performance indicators.

Responsibility for recruiting new Site Managers and advising / assisting in the recruitment of their site teams, ensuring individual potential is encouraged and developed with consistency across the various plants on setting training matrices.

Provide support with disciplinary and grievance hearings and ensure that confidentiality and discretion is observed when dealing with sensitive and employee-related matters.

Work effectively with Directors and Senior Management to improve their understanding of strategic and O.C.O plant operational challenges. This will be achieved through relevant meetings, presentations and regular day-to-day interactions.

Contribute to the design and development of additional lines and/or new O.C.O plants within the area of the responsibility. Lead, help and support all operational aspects of commissioning new lines and/or new plants.

Take a positive lead in embracing training opportunities, new technologies and work practices and ensuring that the Site Managers and teams within the area of responsibility have the aptitude and positive attitude to embrace training in the same way.

Continually identify and diagnose where changes are required to increase effectiveness, efficiencies and standards in general. Drive a healthy culture of appropriate cost control and adherence to budgets.

Maintain liaison with key customers and external professional contacts and relevant bodies, keeping abreast of upcoming changes and communicating relevant information internally.

Establish and maintain good working relationships with manufacturers and control the purchasing of plant, equipment, parts and services, ensuring the specifications and maintenance are of the highest standard.

Ensure production reports are consistent across the business and drive efficiencies to increase production (throughput) and/or reduce unplanned downtime. Ensure critical and essential spares are held and maintained across the business and that there is cross co-operation and sharing of ideas within our maintenance personnel.

In conjunction with the Site Managers build a close working relationship with other members of the Senior and site teams and external customers to ensure all inward and outward materials are received and processed diligently and in accordance with procedures, ensuring aggregate quality is fully compliant to O.C.O specifications and product standards.

Provide regular reports ensuring accuracy and consistency with an appropriate level of detail and analysis as required by the business.

Any other duties as requested by the Managing Director or Board of Directors, such as ad hoc projects, that are within the skills and capabilities of the job holder.

### **ESSENTIAL SKILLS / EXPERIENCE**

Of Graduate calibre or relevant industry experience (Ideally mechanical/chemical/process engineering).

A minimum of 5 years of successfully managing multiple production/engineering sites.

Proven leadership skills and ability to nurture and get 'buy in' from immediate reports.

Managing relationships with support functions and external contractors and partners.

Hands on - 'completer and finisher' – excellent work ethic and problem solver.

Enthusiastic flexible group player with high expectations of self and others.

Excellent coaching skills and the ability to develop others.

Able to work under pressure, on own initiative and to constantly seek to improve.

Strong commercial awareness and proven track record of continuous improvement.

Professional recruitment skills, conducting investigations and disciplinary and grievance hearings.

Confident and diplomatic communicator.

Flexible and adaptive to change – being able to ‘think outside the box’.  
Planning, organising and time management  
Full, valid current driving licence.

**DESIRABLE SKILLS / EXPERIENCE**

Knowledge of the aggregate industry.  
Knowledge of waste industry / environmental legislation.  
Hold a current COTC or WAMITAB qualification for Waste Operations.  
Certification to NEBOSH or equivalent.  
Six Sigma or Lean practices  
Financial skills in creating and analysing financial budgets and ability to manipulate data for reporting purposes and or cost control measures.