



POSITION DESCRIPTION

Position Title: OPERATIONS MANAGER

POSITION PURPOSE:

The Operations Manager is responsible for ensuring all field operations are undertaken in an effective, efficient manner that meets or exceeds client expectations and any applicable contract specifications, are in accordance with quality, safety and environmental requirements and contribute optimally to the commercial performance of the business.

The role is also responsible for managing designated client relationships, providing quotes for service and supporting the Managing Director in respect of business growth and development.

RELATIONSHIPS:

Position reports to: Managing Director

Staff responsibilities: Directly supervises 4-5 Team Leaders who in turn supervise a total of 10-15 staff.

KEY RESPONSIBILITIES:

Ref.	Responsibility	Performance Indicators
1	Coordinate and oversee all field operations to ensure they are undertaken in an effective, efficient manner that meets or exceeds client expectations and any applicable contract specifications, are in accordance with quality, safety and environmental requirements and contribute optimally to the commercial performance of the business.	<ul style="list-style-type: none">• Client expectations and contract specifications are met or exceeded.• No complaints or non-conformances.• Demonstrated, efficient use of resources (ie. Containment of costs).• Adherence to budget.
2	Manage all aspects of client relationships including responding to sales enquiries, providing quotations up to the level of delegation, maintaining effective communication, responding to client queries and addressing concerns/complaints.	<ul style="list-style-type: none">• Initial response to all sales enquiries within 24hrs.• Accuracy of quotations/ estimates.• No complaints.

3	Direct and manage the performance of all Team Leaders and, through them, all operations staff, to ensure work is undertaken efficiently to the required standards. This includes but is not limited to work planning/scheduling/rostering, monitoring and managing day to day staff performance and conduct, ensuring compliance with standards, undertaking performance reviews/staff assessments (in conjunction with our HR provider) and providing and overseeing on the job training.	<ul style="list-style-type: none"> • Staff performance and conduct issues identified and addressed appropriately and promptly. • Work is scheduled in a timely manner that allows for the most efficient use of resources. • Performance reviews completed. • Staff have the training needed to meet the standards required.
4	Contribute to the development and review of quality, safety, environmental standards, policies and procedures, and ensure self and others' compliance at all times. This includes, for example, directly completing and overseeing completion of risk assessments, addressing identified risks and responding to incidents, ensuring appropriate issue and use of personal protective equipment, ensuring hazards are reported in a timely manner etc...	<ul style="list-style-type: none"> • Actively contribute to reviews. • Ensure self and others' compliance with standards, policies and procedures. • Evidence of system implementation (eg. risks identified and addressed, staff training completed).
5	Coordinate and oversee the appropriate maintenance and servicing of operations-related plant and equipment, to ensure optimal performance.	<ul style="list-style-type: none"> • Service schedule is up to date. • Minimal plant and equipment downtime.
6	Perform "hands on" operational tasks as and when required, to ensure on-time provision of quality services.	<ul style="list-style-type: none"> • Willing and able to perform "hands on" tasks as and when required.
7	As required, maintain and provide accurate and timely records and reports, and undertake other necessary administrative functions associated with the role. This may include, for example, authorizing and forwarding timesheets and leave applications, providing regular reports to the Managing Director, making or authorizing purchases up to the level of delegation, maintaining plant and equipment service records etc...	<ul style="list-style-type: none"> • Records and reports are completed and maintained in an appropriate, timely and accurate manner.
8	Manage and maintain a comprehensive asset register of all vehicles, plant, tools and equipment owned and purchased by the business. This is to include the condition, serial numbers and approximate age of all equipment currently owned and must also include a date of purchase for any new acquisitions. The sale, loss or disposal of any retired equipment must also be appropriately managed and reported.	<ul style="list-style-type: none"> • Asset register is managed and maintained in an appropriate, timely and accurate manner.

9	Contribute to broader business planning, development and improvement initiatives, including, for example, staff recruitment, budgeting, operational improvement, marketing and sales initiatives.	<ul style="list-style-type: none"> • Demonstrated proactive and positive contribution to business development and improvement initiatives.
10	Other reasonable duties as directed	

GENERAL EXPECTATIONS:

The Operations Manager has a particular responsibility to monitor staff performance in relation to these general expectations, and take action to address any shortfalls.

Ultimate Horticultural Solutions needs, values and expects all team members to;

Provide exceptional customer service	Our work meets or exceeds customer expectations and our own high standards. We communicate effectively and professionally with customers and they feel good about working with us.
Be a team player	We work as a team, respect and support each other and value the contribution we each make.
Be commercially-focused	We recognise that UHS is a commercial business and that we each need to play a part in ensuring its viability and growth. We look for opportunities to reduce waste and improve commercial performance while not compromising on our quality, safety and environmental standards.
Be accountable	We are accountable individually and collectively for getting the job done to the required standard. We understand how we fit into the bigger picture, accept our responsibilities and work hard to improve ourselves and contribute to the ongoing success of the business.
Contribute positively to and comply with quality, safety and environmental standards	We understand and are committed to achieving and improving quality, safety and environmental standards.

SKILLS, ATTRIBUTES, EXPERIENCE AND QUALIFICATIONS REQUIRED (IDEAL):

Qualifications/Certifications:

- Proven operational management experience in a similar role (5 years plus is indicative)
- Minimum Certificate III in Horticulture – Parks and Gardens, or equivalent
- Current First Aid Certificate
- WHS Construction Industry Induction (White Card)
- “Chemcert” – Farm Chemical User Training, or equivalent (ideal)
- Current and unrestricted Medium Rigid Heavy Vehicle License (ideal)
- Chainsaw Operation Certificate (ideal)

- Traffic Control certifications (Implement Traffic Control Plans, Prepare a Work Zone Traffic Management Plan)

Experience/Skills:

- Demonstrated staff management, training and client/customer service experience
- Demonstrated computer literacy and exceptional communication skills
- Demonstrated business development skills and sales experience (preferred)
- Demonstrated sub-contractor engagement and management experience
- Significant experience in horticulture, landscape services and/or grounds maintenance
- Significant experience in the use and maintenance of a range of horticultural plant and equipment
- Significant experience in the selection, mixing and application of Horticultural chemicals
- Considerable experience in plant identification and appropriate maintenance practices
- Experience in plant selection and garden design
- Demonstrated experience in working with work health and safety systems
- Demonstrated experience in working with and around traffic and mobile plant
- Ability to undertake administrative tasks associated with the role (scheduling/rostering, reporting etc...)

Personal Attributes:

- Commercial focus: ability to optimise commercial performance while meeting client expectations plus quality, safety and environmental standards
- Ability to build and maintain effective client relationships
- Ability to work under pressure; planning and organisation skills, working to tight deadlines, balancing multiple priorities involving multiple stakeholders
- Excellent time management skills, communication skills, including negotiation skills and the ability to relate to people at all levels
- The ability to motivate self and others and work both independently and as part of a team
- Physically fit and able to perform duties required, including in inclement weather conditions, manual handling etc...

DELEGATIONS:

Financial:

- Spending limit (consumables, PPE etc...) and minor capital replacement purchases without prior authorization: up to a total value \$2,000

Human Resources/Safety:

- Authorise overtime
 - Discuss annual and personal leave requests with the Managing Director
 - Able to immediately suspend staff in cases of alleged serious misconduct, pending investigation
 - Able to authorise stop work in the event of serious safety or environmental risk
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SIGNATURES:

(Staff Member): I understand the requirements and expectations of this position.

Staff Member	Date	Managing Director	Date

Document Control

Date	Version	Drafted By	Approved	Signature