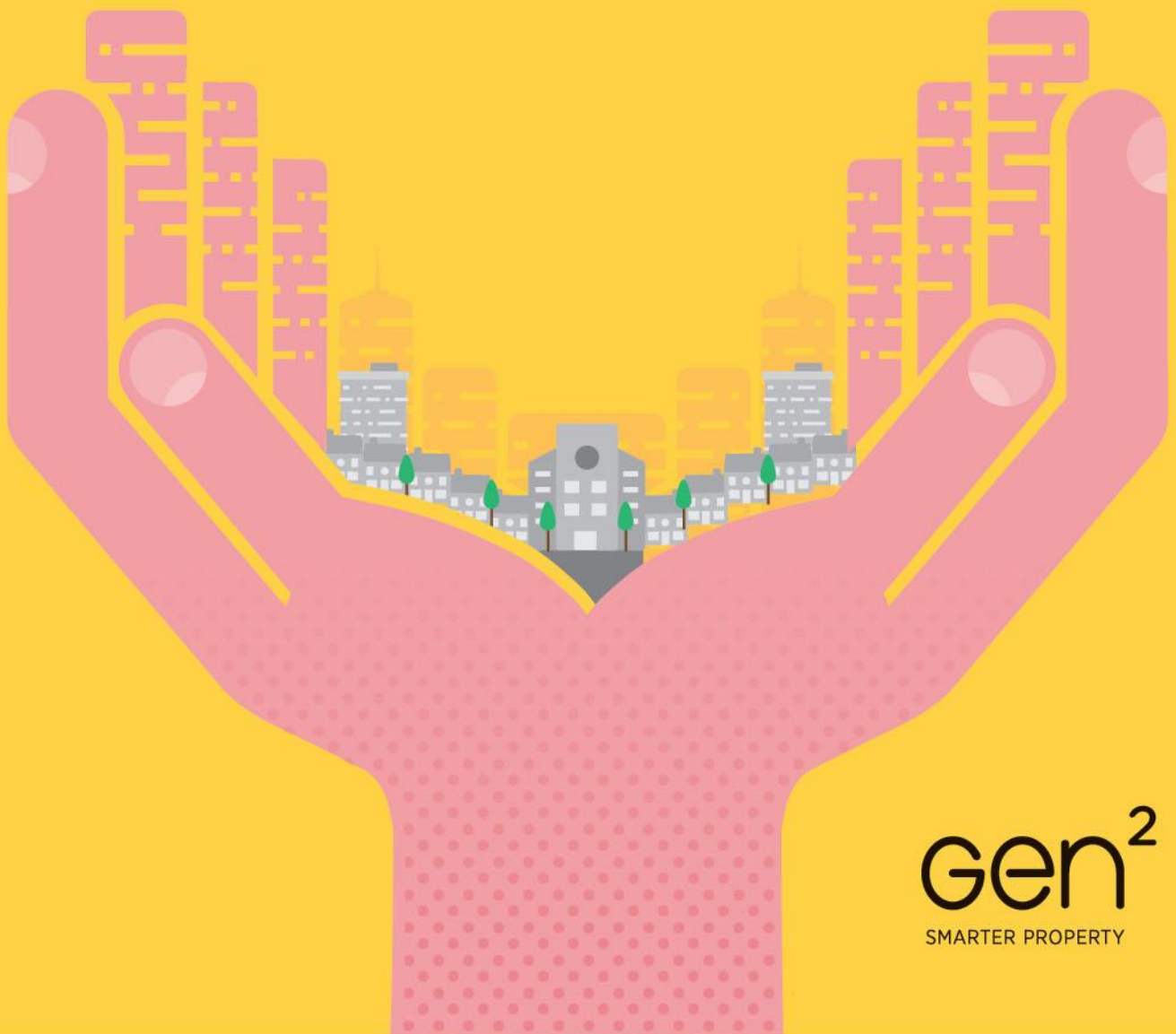


Operations Director

INFORMATION, JOB DESCRIPTION & PERSONAL SPECIFICATION



Gen²
SMARTER PROPERTY

Operations Director

Information, job description and personal specification

This purpose of this document is as a guide to provide prospective applicants with details of the company; what you can expect when you work for us; requirements of the role; and skills and competencies that we will be looking for in a potential employee of the company.

Who we are

GEN² are trusted public sector property experts.

We're transforming the management of public buildings and spaces for current and future generations through our inside knowledge of the sector.

And we're growing. Having successfully secured a five year agreement with Kent County Council's infrastructure division and securing new clients, GEN² is looking to expand its talented team of property professionals.

We manage 1,800 properties with a combined value of £1.87bn and have delivered £535 million of capital projects over the last three years. Our team of experts enable and facilitates the delivery of a diverse range of services for the public sector across London and the South East.

GEN² are driving innovative new changes to support the need to deliver services differently. We are keen to work with an exceptional individual who has the energy, drive and ambition to help us do things differently.

Someone who shares our commitment to improving public services and who is able bring skill and commercial awareness to ensure we deliver value for money and maximise clients' assets.

Our Vision

Our vision is to be the trusted property services advisor of choice to public sector clients in London and the South East. We understand our client's needs and objectives and our work supports the delivery of social and financial value. We do this by delivering excellent standards of service, in a commercially aware but ethical manner.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.



JOB SUMMARY

JOB TITLE:	Operations Director
SALARY:	Negotiable
APPOINTMENT:	The Operations Director will be employed by Gen ² Property Ltd
RESPONSIBLE TO:	Chief Executive Officer
DIRECT REPORTS:	PMO manager, Frameworks manager, FM manager.
ACCOUNTABLE FOR:	Business Planning, Gen2 Health & Safety/Compliance, Frameworks, Client Account Management
KEY RELATIONSHIPS:	Chairman of the Board, Chair of the Remuneration Committee and Chairman of the Audit Committee, Chief Executive, Head of Finance, Head of Capital Projects, Asset Director.

Purpose of the Job

To support the CEO and the company board in delivering the company's Vision, Values and Strategy through planning, designing and implementing the required policies, processes, support systems and transformation strategies consistently, across the whole of the business. In particular to lead the identification of, implementation of and continual development of strategies, systems and tools required to deliver the required operational services and also secure new business and clients to support the company Business Plan.

To take lead responsibility for the delivery of the Company's operational business and see that performance is maximised whilst engaging the entire workforce to display the correct behaviours for a commercially minded, collaborative business.

To be the role model to both colleagues and team members and take accountability for Health & Safety compliance for the Gen2 business.

With the CEO and Asset Director, give strong leadership to the company, transforming culture, quality and profitability and be the deputy to the CEO when required.

Main Duties and Responsibilities

1. To take lead responsibility for delivery of the Company's operational business and financial performance – working with the Asset director and others as required to enable to deliver the operational reports to the Board.
2. To take lead responsibility for the development and implementation of the commercial strategy

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and business development strategy for the business, in order to win new clients and business in line with the Company Business Plan.

3. To develop senior level client relationships in order to secure new commissions, retain current commissions and grow the business in a way that adds value to the clients' operational effectiveness and the company's commercial success.
4. To own and update the Company Business Plan.
5. To be the lead on high level interfaces on matters of policy, process, procedure and compliance with existing and new clients, presenting a highly competent and knowledgeable approach to meeting client requirements and aspirations.
6. Working with the Head of FM and others as appropriate, oversee the deployment and implementation of quality, health and safety, processes and procedures. Chair the H&S meetings to see that the business retains ISO accreditation and other recognised quality standards.
7. To use her/his network of business and commercial services sector contacts and keep abreast of developments specific to the property consultancy market, to produce new thinking and initiatives that can be deployed within the business, with existing clients, or to inform the company's approach to improving productivity, efficiency and cost effectiveness; all in order to reduce the cost base, increase margin and support the winning of new business.
8. To line manage the PMO manager, Frameworks manager, FM manager. – including mentoring, coaching and performance managing in order to deliver against the Business Plan objectives and the requirements of individual client contracts and commissions.
9. Through the development of robust processes and governance procedures deliver strict control of spend of company budgets and client budgets in line with the clients' requirements, financial regulations, procurement practices and corporate governance processes and procedures as well as best practice industry standards.
10. To attend and report monthly to the Company Board providing the Board with advice and guidance on all matters related to commercial issues, securing new business, quality assurance, compliance, health and safety, supported by the Head of Finance.
11. To be a member of the Senior Management Team, working closely with the CEO, Asset Director and Head of Finance to deliver on the Business Plan to achieve the agreed returns to the shareholder.
12. Other duties at the direction of the CEO, commensurate with this position within the company.

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Person Specification

A leader, who is a logical, process focussed business professional with extensive experience in the property, real estate or built environment; ideally with a bias of working with public sector clients, with a successful track record of transforming and setting up new business enterprises, or turning around those that are failing; who is eager to undertake a senior leadership position in a fast growing property consultancy, offering professional services to the public sector.

Knowledge

- A professional qualification in business, project management or the built environment.
- Current market knowledge on best practice.
- Understanding of the challenges faced when transforming or setting up a private company owned or spinning out from a large public sector organisation and how to drive efficiency and culture change.
- Understanding of the management of large public sector property portfolios.
- Knowledge of ICT systems to support property and project management.
- Knowledge of quality assurance systems including ISO standards.
- Understanding of how to achieve change and transformation within an organisation.
- Understanding of how to deliver business improvement activity using appropriate tools and methodologies.

Skills

- An outstanding natural leader with a track record of developing effective teams.
- A confident and competent public speaker in fluent English able to persuade and convince an audience.
- A good communicator in written English, able to produce written documents that are concise and persuasive, using jargon only where it adds to understanding.
- Well-developed emotional intelligence, able to read situations and people so as to build effective and collaborative relationships, up and down the business, as well as with clients and stakeholders.
- A well-developed awareness of customer needs and a commitment to continually improve service delivery.
- Financially aware, having managed large budgets.
- Well-developed commercial and business acumen.

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Aptitude

- Prefers team work to working alone.
- Is at ease in the presence of company directors, senior client representatives and able to command a sense of personal professional gravitas without being overbearing.
- Has a concern for developing others professionally and growing talent from within the business.
- Has a corporate approach to managing her/his areas of responsibility, seeing the bigger picture and supporting fellow Executives and Board members in meeting their objectives.
- Ability to work under pressure, organise and prioritise own work and that of other Business Unit members, ensuring agreed programmes and project requirements are met and customer demands accommodated .

Experience

- Primarily in the private sector with large property organisations serving large public sector clients.
- Track record of successfully delivering transformation and culture change moving organisations from a public to private sector ethos and way of working.
- FM & Programme Management
- Managing senior managers to deliver against a business plan and P&L.
- Membership of a senior leadership team.

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