

OPERATIONS MANAGER - ROLES AND RESPONSIBILITIES

Reports to: MD

Purpose of the role

To lead and coordinate day-to-day operational delivery across Statom Group projects and business units, ensuring work is planned, resourced and executed safely, profitably and to agreed quality standards. The Operations Manager provides clear direction to site and project teams, drives operational discipline, and supports sustainable growth across the Group.

Key responsibilities

The Operations Manager at Statom Group is responsible for overseeing and managing the daily operations of the Group's civil engineering and construction projects. This includes ensuring effective project execution, operational efficiency, optimal use of labour, plant and subcontractor resources, and consistently high standards of safety, quality and programme delivery.

The Operations Manager works closely with project management, engineering, commercial, HSEQ and procurement teams to ensure smooth operations and timely, profitable delivery of projects across the Group.

Key Responsibilities

Project Oversight and Execution

- Manage and coordinate Statom Group civil and construction projects from inception to completion, ensuring delivery on time, within budget and to required quality and specification.
- Ensure effective project planning, including methodology, sequencing, temporary works requirements and construction programmes.
- Oversee allocation and coordination of site resources, including Site Managers, Supervisors, Engineers, operatives, plant and subcontractors.
- Monitor progress on all live projects, identify issues early and resolve problems promptly to avoid delays and disruption.
- Prepare and review project programmes, cost and performance reports to track delivery against time, cost, quality and H&S targets.

Team Management and Leadership

- Lead and supervise project and site teams, including Project Managers, Site Managers, Foremen, Engineers and subcontractor supervisors.
- Set clear expectations, objectives and performance standards in line with Statom Group values and HR policies.
- Conduct regular performance reviews and provide coaching, mentoring and development opportunities for operational staff.
- Support training and competency development (e.g. SMSTS/SSSTS, NVQs, technical training) across operational teams.
- Promote a positive, inclusive, high-performance culture built on collaboration, accountability and respect across all Statom sites.

Resource Management

- Oversee allocation and utilisation of labour, plant, equipment and subcontractors across multiple Statom Group projects.
- Work with procurement and plant teams to ensure timely availability of materials, plant and services in line with construction programmes.
- Optimise resource utilisation, minimise idle time, rework and waste, and protect project margins.
- Monitor stock, material deliveries and logistics, ensuring sites receive materials and equipment in line with programme requirements.

Health, Safety, Environment and Compliance

- Ensure all Statom Group construction operations comply with relevant health, safety and environmental legislation and internal HSEQ policies and procedures.
- Drive a “safe by default” culture across projects, challenging unsafe acts and reinforcing expected behaviours.
- Conduct or oversee regular site inspections, safety tours, audits and toolbox talks, ensuring actions are recorded and closed out.
- Ensure all works are carried out in line with approved risk assessments, method statements, permits, temporary works procedures and client-specific requirements.
- Ensure environmental controls are in place, including waste management, pollution prevention, noise, dust and protection of existing infrastructure and the public.

Client Relations and Communication

- Act as a key operational point of contact for clients, principal contractors, consultants and other stakeholders across Statom Group projects.
- Provide clear, regular updates on progress, risks, change and mitigation measures.
- Address client concerns promptly and professionally, managing expectations and maintaining strong working relationships.
- Represent Statom Group at project, coordination and progress meetings and ensure agreed actions are delivered.

Budget and Financial Management

- Work with the Commercial and Finance teams to develop, manage and review project budgets, forecasts and cost plans.
- Monitor project costs, productivity, preliminaries and variations to ensure projects remain within agreed financial parameters.
- Review and approve subcontractor applications, variations and invoices within delegated authority and in line with site records and contracts.
- Support the commercial team in identifying, recording and evidencing change, compensation events and claims.

Quality Control and Assurance

- Implement and monitor quality control procedures to ensure all Statom Group works meet design specifications, contract requirements and client standards.
- Ensure all works are delivered in accordance with drawings, specifications, ITPs and inspection / test records.

- Conduct or oversee regular quality inspections, snagging and close-out activities to drive right-first-time delivery.
- Oversee testing, surveys and inspections (e.g. compaction, concrete, as-built records) and ensure accurate records are maintained.

Continuous Improvement

- Identify opportunities to improve site processes, productivity, logistics, sequencing and communication across the Group's projects.
- Analyse project performance data (programme adherence, costs, rework, safety, defects) to identify trends and drive corrective and preventive actions.
- Support the development and implementation of standard operating procedures, best practice guides and lessons-learned reviews across Statom Group.
- Keep up to date with industry developments, construction methods and digital tools, and support their adoption where they add value.

Reporting and Documentation

- Prepare and present regular reports to senior management on project status, key risks, performance against KPIs and significant issues.
- Ensure accurate and timely completion of operational records, including site diaries, progress photos, delivery notes, permits, inspection records and variation logs.
- Maintain compliant project and contractual documentation in line with Statom Group and client requirements.

Strategic Planning and Decision Making

- Work with the Statom Group leadership team to develop operational strategies and goals aligned with the Group's business plan and growth ambitions.
- Make informed decisions on project execution, sequencing, resourcing and risk management within delegated authority levels.
- Monitor and assess performance of projects and teams, intervening where required to protect safety, programme, quality and profitability.
- Provide operational insight into bids, tenders and new business opportunities, including methodology, resource planning and programme input.