

OPERATIONS DIRECTOR ROLES AND RESPONSIBILITIES

Reports to: Managing Director

Function: Operations

ROLE PURPOSE

The Operations Director is accountable for the safe, efficient and reliable operational delivery of Slipform Technology Ltd projects. The role leads mobilisation, workforce deployment, site execution, yard activity, equipment readiness, logistics and operational performance from pre-start planning through completion and demobilisation.

Working closely with the Managing Director, Technical Director, project teams and Group functions, the Operations Director converts the business plan and project requirements into practical delivery plans. The role ensures resources, equipment, information and controls are in place and that operational issues are identified, escalated and resolved promptly.

This role profile operates alongside the Statom Group PDR process, role-specific technical competencies, Statom behavioural competencies and annually agreed objectives.

KEY WORKING RELATIONSHIPS

- Managing Director and Technical Director.
- Project Managers, Site Managers, slipform supervisors, rig operatives and the Yard Manager.
- Commercial, Health & Safety, Finance, HR, Procurement, Plant and other Group functions.
- Clients, principal contractors, site logistics teams, suppliers and subcontractors.
- Equipment manufacturers, service providers and training providers where authorised.

ROLE BOUNDARIES AND DECISION RIGHTS

- Own operational planning and execution, workforce and equipment deployment, site performance and operational reporting.
- Implement approved designs and technical requirements; do not approve or vary designs, technical standards or safety-critical equipment arrangements without Technical Director approval.
- Provide delivery, productivity, access, sequencing and constructability input to the Technical Director, who retains technical and design assurance accountability.
- Escalate material commercial, contractual, technical, safety, resource or client issues to the Managing Director and relevant function before making commitments outside delegated authority.

KEY RESPONSIBILITIES

Operational Strategy and Planning

- Develop and deliver the operational plan required to support the approved business plan, workload and project portfolio.
- Maintain a forward view of project starts, labour, supervision, equipment, yard capacity, logistics, training and operational constraints.
- Translate contract, programme, technical and site requirements into realistic mobilisation and delivery plans.
- Identify resource conflicts, bottlenecks and delivery risk early and present practical options and recommendations.
- Ensure operational priorities are communicated clearly across sites, yard and support teams.

Project Mobilisation and Site Delivery

- Lead operational mobilisation and confirm readiness of people, equipment, access, logistics, information, inductions and agreed controls before work starts.
- Maintain oversight of live-site performance, sequencing, productivity, quality, labour and equipment utilisation.

- Provide timely operational support to Project Managers, Site Managers, supervisors and operatives and ensure unresolved issues are escalated.
- Conduct proportionate site visits and operational reviews based on project risk, stage and performance.
- Ensure demobilisation, equipment return, close-out actions and operational lessons are completed promptly.

Workforce Deployment and Leadership

- Plan and coordinate deployment of slipform supervisors, rig operatives and other operational resources against project demand and competence requirements.
- Maintain accurate work schedules, resource plans, attendance information and approved timesheet controls.
- Set clear performance expectations and ensure regular one-to-ones, PDRs, competence reviews and development actions for direct reports.
- Identify training, authorisation, card, certification and succession needs and work with HR and Health & Safety to address gaps.
- Address performance, conduct, attendance or capability concerns promptly through the appropriate Company process.

Yard, Equipment and Logistics

- Line manage the Yard Manager and set clear standards for yard safety, security, housekeeping, stock control and equipment readiness.
- Maintain effective scheduling and allocation of slipform rigs, jacks, components, tools and consumables to projects.
- Ensure equipment identification, inspection, servicing, maintenance and traceability records are current and accessible.
- Monitor equipment condition, utilisation, damage, shortages and downtime and take timely corrective action.
- Control operational orders within delegated authority and ensure equipment purchasing or major repair decisions receive the required approval.

Task Planning, Safe Systems and HSEQ

- Ensure operational input is provided to project plans, task plans, RAMS, lifting, logistics and sequencing arrangements.
- Confirm site teams receive relevant briefings and understand approved designs, task controls, hold points and escalation routes.
- Work with Health & Safety and project leadership to monitor compliance and correct unsafe or non-compliant practice.
- Stop or suspend work where there is a serious or immediate risk, missing control, unapproved change or unresolved technical concern.
- Support incident, quality and environmental investigations and ensure operational corrective actions are closed and lessons shared.

Technical and Design Interface

- Provide timely and accurate site, programme, access, sequencing, equipment and constructability information to the Technical Director and design team.
- Ensure only current, approved technical information is used on site and that superseded information is withdrawn from use.
- Refer design queries, departures, equipment modifications and technical changes to the Technical Director before implementation.
- Coordinate access for technical inspections, surveys, reviews and agreed hold points.
- Capture feedback from supervisors and rig operatives and route it through the controlled technical improvement process.

Operational Performance and Cost Control

- Monitor labour, equipment, logistics, productivity, downtime and operational cost against plan and explain material variance.
- Provide accurate operational information to support forecasts, CVRs, applications, change records and recovery planning.
- Avoid unapproved commitments and promptly notify Commercial and the Managing Director of additional work, disruption or changed conditions.
- Develop and track operational recovery plans where performance falls below programme, productivity, cost, quality or client expectations.
- Use resources efficiently without compromising safety, technical requirements or quality.

Client, Reporting and Continuous Improvement

- Act as the senior operational contact for live-site delivery matters and maintain professional relationships with client and principal-contractor teams.
- Provide the Managing Director with accurate and timely reporting on project status, workforce, equipment, performance, incidents and risk.
- Escalate significant delay, resource, equipment, client, quality or compliance issues with recommended action.
- Use site feedback, data, incidents and lessons learned to improve operational processes, equipment planning and standard task arrangements.
- Promote consistent ways of working across projects while allowing controlled adaptation to project-specific requirements.

ROLE-SPECIFIC TECHNICAL AND PROFESSIONAL COMPETENCIES

These competencies form the role-specific component of the performance and development framework. The expected standard is director level: the postholder must set standards, make sound decisions, challenge others and provide credible assurance rather than only perform tasks personally.

TECHNICAL OR PROFESSIONAL COMPETENCY	WHAT GOOD LOOKS LIKE AT OPERATIONS DIRECTOR LEVEL
Operational Planning	Builds practical, integrated plans covering mobilisation, labour, supervision, equipment, access, logistics and sequencing across multiple projects.
Site Delivery and Productivity	Understands slipform operations and maintains control of programme, productivity, quality, labour and equipment utilisation. Intervenes early when performance deteriorates.
Plant, Equipment and Yard Control	Ensures equipment is identified, inspected, serviced, traceable, available and allocated effectively and that the yard operates safely and efficiently.
Safe Systems and HSEQ	Understands operational risk, ensures approved controls are implemented and uses stop-work authority where conditions, information or behaviours are unsafe.
Technical Interface	Provides clear constructability and site input, ensures approved information is used and refers design changes or technical departures to the Technical Director.
Resource and People Management	Deploys competent people, manages performance and attendance, develops capability and maintains clear communication and accountability.
Operational Cost and Data	Uses accurate labour, time, equipment, productivity and cost information to support decisions, forecasts, recovery action and commercial records.
Client and Stakeholder Management	Communicates delivery issues clearly, coordinates stakeholders and protects client confidence without making unauthorised commitments.

STATOM BEHAVIOURAL COMPETENCIES

The postholder is expected to demonstrate Statom behavioural competencies consistently in how the role is performed and how others are led.

BEHAVIOURAL COMPETENCY	WHAT GOOD LOOKS LIKE IN THIS ROLE
Drives Performance	Sets clear priorities, follows through on commitments, addresses weak performance promptly and maintains focus on safe, high-quality and commercially sound outcomes.
Understands Stakeholder Needs	Understands the priorities of clients, project teams, colleagues and the wider Group and provides practical, timely support without compromising governance or standards.
Builds Trusted Relationships	Communicates openly, keeps commitments, works across functions and challenges constructively. Maintains credibility through consistent decisions and reliable follow-through.
Commercial Judgement	Uses evidence and sound judgement to balance cost, programme, quality, safety, contractual exposure, capability and long-term value.
Bigger Picture View	Connects individual decisions to company strategy, Group objectives, capacity, reputation, risk and the effect on other functions and projects.
Open to Change	Uses feedback, data, lessons learned and appropriate technology to improve performance and helps others adapt constructively to new priorities and ways of working.

PDR AND PERFORMANCE FRAMEWORK

- This role profile, the role-specific competencies, Statom behavioural competencies and separately agreed objectives together form the performance framework for the role.
- Individual objectives and performance measures will normally be agreed through the PDR process and may be updated to reflect business priorities, project requirements and the scope of the role.
- Performance assessment will consider the quality and sustainability of outcomes, not only headline results. Accuracy, integrity, governance, risk management, leadership and behaviours are relevant to the overall assessment.
- Evidence may include project and company performance, forecasts, risk and action registers, audit outcomes, client and stakeholder feedback, team performance, PDR actions and delivery of agreed improvements.
- A serious failure involving safety, integrity, technical or financial control, reporting accuracy, compliance or leadership may materially affect the overall assessment even where other measures appear positive.

INDICATIVE PERFORMANCE MEASURES

The measures below provide an indicative structure for assessing individual contribution. Specific objectives and targets will be agreed through the PDR process and do not create a guaranteed bonus entitlement.

Safe Operational Delivery

- completion of mobilisation and readiness actions
- site performance against programme, productivity and quality requirements
- HSEQ compliance and closure of incidents and corrective actions

People and Resource Performance

- effective workforce planning and competence coverage
- accuracy of timesheets, attendance and resource information

- quality of PDRs, training, succession and performance management

Equipment and Yard Control

- equipment availability, utilisation, condition and traceability
- reduction in avoidable downtime, damage, shortages and urgent orders
- yard safety, housekeeping, stock accuracy and service performance

Reporting and Improvement

- accuracy and timeliness of operational reporting and escalation
- delivery of recovery and improvement actions
- client and project-team feedback and consistent Statom behaviours

EDUCATION QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT

Essential / Required

- Substantial operational leadership experience within construction, civil engineering, specialist formwork, concrete structures or a comparable environment.
- Demonstrable experience managing site teams, supervisors, plant or specialist equipment across multiple projects.
- Strong working knowledge of construction planning, RAMS, logistics, temporary works interfaces, productivity and site delivery controls.
- Proven people-management, communication, problem-solving and performance-management capability.
- Ability to analyse operational data and provide clear, evidence-based reporting and recommendations.

Desirable

- Relevant construction management, engineering, plant or health and safety qualification.
- Recognised site-management competence or professional membership.
- Direct experience of slipform operations, rig systems or specialist concrete construction.
- Experience using digital equipment, workforce or project-management systems.

GENERAL ACCOUNTABILITIES

- Comply with Slipform Technology Ltd and Statom Group policies, procedures, standards, delegated authorities and reasonable management instructions relevant to the role.
- Take reasonable care of personal health and safety and that of others who may be affected by the postholder's acts or omissions and provide visible leadership for safe working.
- Maintain confidentiality and protect commercially sensitive, technical, employee, client and supply-chain information.
- Use Company systems and records accurately and comply with data-protection, information-security and record-retention requirements.
- Declare actual or potential conflicts of interest and do not make commitments outside delegated authority.
- Raise material safety, technical, commercial, financial, compliance, conduct or integrity concerns through the appropriate route.
- Undertake other reasonable duties consistent with the seniority and purpose of the role as business requirements evolve.

ROLE REVIEW AND ACKNOWLEDGEMENT

This document sets out the principal accountabilities and expected standards of the Operations Director role. It is not intended to be an exhaustive list of every task or objective. Responsibilities, priorities and performance measures may be reasonably adjusted to reflect business requirements, provided any material change to the fundamental nature of the role or contractual terms is managed appropriately.

Employee name	_____
Employee signature / date	_____
Manager signature / date	_____