

# Operations Supervisor

## GENERAL DESCRIPTION

To establish and maintain a close relationship with client, customer, GT, iGT, MAM, direct labour, contractors and sub-contractors throughout all stages of the project execution.

Assemble and manage the necessary human and other resources from SEL and external sources (e.g. partners in a project, GT, iGT, technical, commercial and professional support) to deliver a commercially, financially and technically satisfactory project within the approved budget.

### LOCATION

The role is based at the SEL offices in Epsom with occasional work from home and regular travel to clients and sites in London and the south east. Occasional travel to other parts of the UK may be required.

### TYPE OF CONTRACT

Full-time

### DIVISION

Squire Energy Limited

### REPORTS TO

SEL Operations Manager

## RESPONSIBILITIES

- Responsible for business development, delivery of projects, co-ordination and management of direct labour and sub-contractors leading to the successful delivery of SEL's construction projects on time, within budget and to our quality, HSE policy and procedures.
- The post holder will direct activities and resources to deliver projects to satisfy customer requirements, ensuring that all risks are managed.
- Develop projects, generally <£20k-2M value, under the guidance of a Director or Project Manager - Operations, ensuring company and H&S requirements are complied with.
- Gather, analyse and synthesise market data and intelligence relevant to SEL and circulate within the company as appropriate.
- Ensure health and safety risks are identified and managed and the project is executed in accordance with SEL's HSE policy and procedures.
- Ensure that projects are managed in accordance with best practice and in line with SEL's Quality and Environmental Management Systems.
- To adhere to the company's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To work in accordance with the General Data Protection Regulations.
- To undertake such other duties as may be reasonably expected.
- Management and development of potential customer database – ensuring SEL has a robust model that provides current information on customers and SEL interaction with them.
- Consider and develop other appropriate channels of sales lead initiation, communications and marketing strategy that drives the business forward, taking the lead for implementation.
- Working alongside our existing marketing company and website partner in the further development of opportunities through our website to facilitate a cost-effective increase in leads and sales.
- Research understand and gain market intelligence on SEL's competitors to use in developing SEL proposition.
- Gather, analyse and synthesise market data and intelligence relevant to SEL and circulate within the company as appropriate.
- Ensure all activities are carried out in accordance with SEL's Quality (Environmental) Management System and all Health and Safety Policy and Procedures.

## WORKING RELATIONSHIPS & COMPETENCIES

The role will be very customer facing, the Operations Supervisor will manage and direct both SEL operations colleagues and external contractors on a daily basis, liaising with:

- Internal colleagues across the group
- Other independent Gas Transporters, Gas Transporters/Gas Distribution Networks, Meter Asset Managers, installers, other utility owners and organisations, suppliers of materials and plants
- Contractors, specialist contractors and service providers
- Local authorities, councils, highways authorities, transport/travel organisations, police, general public and other parties affected by our works
- All relevant industry parties

## QUALIFICATIONS

- SHEA Gas
- NCO Gas level 2 or Service and Main laying Skills for Managers
- SWQR (NRSWA) – Supervisor (can be facilitated if required)
- SCO 1, 2 and 5 (can be facilitated if required)
- ACS (Gas Safe [GSR]) qualifications (can be facilitated if required)
- IGEM Associate Member

## KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of GIRS
- IT / MSOffice systems (experienced)
- Ability to motivate and lead a team

### **Analytical Thinking**

- Makes systematic comparisons
- Adapts analytical and creative problem-solving techniques to consider and resolve problems relating to multi-faceted project portfolios

### **Customer Orientation**

- Quickly recognises customer requirements and emphasises customer satisfaction as a critical determinant of business success
- Builds and uses multiple relationships and networks, within or outside of the company with people who are or might be influential in actioning business-related goals
- Creates a team working culture internally and develops external networks

### **Quality Orientation**

- Challenges and innovates
- Continually tests new ideas
- Suggests improvements, even during periods of change
- Continually seeks to improve ways of doing things

### **Change Orientation**

- Makes significant adaptations
- Initiates new methods of doing things
- Views situations from multiple and diverse perspectives

## EXPERIENCE

- Experience of supervision, management and co-ordination roles within the natural gas industry sector
- Experience in the natural gas connections business with demonstrable success in managing complex projects, contracts and connections ideally to commercial and industrial developments but also to residential developments across all pressure tiers

## PERFORMANCE

Your performance and development in the role will be discussed with you in a quarterly Personal Development Review (PDR) meeting and on a more in-depth basis annually.

## BENEFITS

- Pension scheme after three months
- Simply Health cash plan
- Increasing holiday with length of service (20 days start, rising to 25 days p/a plus bank holidays)
- Holiday EXTRA – option buy up to five extra days holiday per year
- Company maternity pay scheme
- Professional qualifications sponsorship
- Stark Academy – Two-year development programme
- Career development opportunities in a growing group of companies
- Employee assistance– health, legal, counselling (through Simply Health)
- Ride to work scheme
- GEM Awards (Going the Extra Mile) £50 bonus
- Refer a Friend £250 bonus
- Free refreshments
- Company social activities including summer BBQ and festive lunch
- Wide range of sports and social events e.g. six-a-side football and badminton

## APPLICATION

If you are interested in this position and would like to work in a challenging, fast-paced environment and have the ability to work within and lead a project team and can deliver a quality service, please forward your CV and covering letter to [careers@squireenergy.co.uk](mailto:careers@squireenergy.co.uk)