

Job Description

Title	Arbs Manager
Manager	Operations Manager
Direct Reports	All Team Leaders
Location	Redditch

The Role

The purpose of the Arbs Manager is to deliver all operations within his / her responsibility, ensuring compliance with the Customers requirements, specification and all relevant UK Health, Safety, Environment and Quality legislation. This role will include working alongside other Managers, The Managing Director / Operations Director, Operations Manager and with the Central Support Functions including Business Development, Finance, and Administration, HSEQ Compliance department and AEMG's HR Advisors and Insurers

The purpose of this role is to ensure that all parts of the services delivered to our clients are delivered to or above specification meeting the contract requirements and within all local and national legislation. The Arbs Manager will support the Operations Manager and have overall financial responsibility for his / her contracts. Developing budgets/quotations, programmes, forecasting and delivering services in line with forecast ensuring profitability is an integral part of the Managers function. The Manager will be responsible for the daily planning and resources for each of the contract that he / she is responsible for. Monthly Management Information and reports will be required by the SMT for analysis. A close working relationship with Compliance will ensure that frequent audits and Compliance checks are completed and where necessary process revisions are produced. This role also ensures that our Operations are delivered and satisfy the requirements of the AEMG ISO accreditations ISO 9001, ISO 14001, ISO 45001. A key part of the role is to ensure all Operations are delivered within our Compliance frameworks.

Key Accountabilities

- Financial responsibility for specific works as agreed with the Operations Manager & Managing Director - Commercial
- Ensure that on a daily basis, you engage with your teams, informing them of the task in hand, communicating any changes and ensuring that adequate skilled resources, correct plant and equipment are in place to carry out the task in hand
- Managing productivity daily, ensuring all DRS are completed and accurate in accordance with the contract

- Ensuring all vehicle, plant & equipment checks are completed
- People management - manage sickness and absence and support the HR Manager to ensure AEMG Policies and Processes are adhered to.
- Good clear communication skills
- Provide guidance and support for the use of AEMG internal Management System (MAP)
- Review all NCR's, Near Misses and Incidents, close out where appropriate and provide feedback to the operational teams
- Deliver quality, environmental and safety audits to ensure the services AEMG deliver are compliant across each client
- Based on audits results provide necessary feedback to ensure the appropriate process changes are agreed with all stakeholders including account/function timescales for remedial action to be implemented
- Ownership of the reporting and Management Information required a minimum of a weekly basis
- Responsible for identifying / providing training and rolling out regular HSEQ updates via tool box talks to all contract specific staff as agreed with the Operations Manager / Compliance Manager
- Provide guidance when required to our clients and internal staff
- Developing quotations and assisting in Operational methodology to ensure the continued growth of the company
- Where required act as the main contact for ensuring that operational activity accords with AEMG's HSEQ Policies
- Developing a resource plan for the development of the Operations to ensure that team size and structure is adequate for the responsibilities of the contracts
- Take the Lead in identifying and recruiting new resources where required to ensure the continued success of the company
- Leverage each other's skills within the team and ensure that the Operations function is acting as one overall team giving the same clear and consistent messages
- Manage all operational employees across all levels ensuring AEMG maintain their brand of excellence and delivery the works right first time.
- Provide Specialist / Technical Expertise to both your client and operational teams

- Liaise with Managers and clients across all functions to ensure contract quality plans and Service Delivery Proposals are kept up to date with relevant information
- Attend seminars and build up knowledge on future changes to legislation that will effect operational processes and disseminate knowledge appropriately including contribution to training sessions
- Support the Business in the bidding process and retaining of existing contracts and develop AEMG's Service Delivery Proposals.
- Liaise with Business Development to support AEMG's Service Delivery Proposals providing evidence of Compliance with our Policies, Processes and ISO accreditations whilst demonstrating best practice, efficiency and best value at all times.

Qualifications, Experience and Knowledge

Core Competencies	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Working understanding of relevant legislation within the UK ▪ Ability to take complex documents and convert into simple operational processes ▪ Experience of estimating, budgeting and forecasting ▪ Excellent knowledge & use of Microsoft Office Software Systems ▪ Strong understanding of Arboricultural Operations and techniques including tree asset data capture software systems and hardware ▪ Ability to identify and mitigate potential risks to AEMG's services / Customers. ▪ Experience of leading a team with a proven ability to function quickly and efficiently within a demanding environment ▪ Ability to be able to use external sources of information such as the internet to quickly understand key issues and then clearly articulate the operational impact to AEMG or our clients ▪ Desire and passion to deliver services to an excellent standard ▪ Ability to convince Operational staff of the need to understand and follow best practice at all times and to be able to articulate the impact on AEMG and our clients for not doing so ▪ Experience of working in a dynamic environment 	<ul style="list-style-type: none"> ▪ Recruitment process awareness including associated legislation covering contract, permanent and temporary labour
Qualifications	<ul style="list-style-type: none"> ▪ Degree calibre or commensurate experience 	<ul style="list-style-type: none"> ▪ Any formal Industry / managerial related qualifications highly desirable. (HND, BA Hons, BSc, MSC).

Competencies and Level

Competencies	Behaviours
Client Focus	<ul style="list-style-type: none"> ▪ Ensure the team is meeting the needs of both internal and external stakeholders in relation to Compliance ▪ Understands the customer's objectives and develops strategies and plans to ensure these are met ▪ Liaise and work with the UK legislative Framework on Operational issues ▪ Act as the main contact for ensuring that operational activity accords with AEMG's Information Security Policy
Innovation	<ul style="list-style-type: none"> ▪ Business process improvement, examining ways to continually improve current processes around Compliance and Performance ▪ Identifies client issues and requirements as opportunities for Business Development & Growth
Persuasion and Communication	<ul style="list-style-type: none"> ▪ Communicates influences and persuades internal and external stakeholders to comply with necessary audit requirements ▪ Communicates complex information (i.e. legislation, legal requirements) clearly and concisely ▪ Builds effective communication methods to convey clear and consistent messages to the internal and external stakeholders
Accuracy and Quality Drive	<ul style="list-style-type: none"> ▪ Embeds the process and mechanisms around Operational processes and ensures that team adheres to this ▪ Measures performance to understand where improvements can be made to team's output or processes ▪ Ensures management information reports are produced
Motivation	<ul style="list-style-type: none"> ▪ Demonstrates a high level of energy and pro-activity when interacting with all stakeholder groups ▪ Identifies potential problems and acts swiftly to eliminate these ▪ Recommends improvements to the current processes and procedures and working in conjunction with the team to implement any changes which are introduced
Team Collaboration	<ul style="list-style-type: none"> ▪ To support the rest of the team on an 'ongoing basis' and working as part of the team to achieve targets and goals ▪ Train and provide team members with information to ensure services are delivered to a consistently high standard

Role-Specific Competencies

Competencies	Behaviours
Commercial Acumen	<ul style="list-style-type: none"> ▪ Understand client requirements and ensure that the delivery of AEMG core service is not unduly compromised (e.g. be able to achieve a balance between legal requirements and operational need) ▪ Able to talk to the business, understand their needs and drivers ▪ Understands the environment (i.e. workforce trends, Compliance trends) ▪ Able to provide cost effective solution to the business (i.e. negotiate cost effective deals with third parties, use external expertise appropriately)
Analytical Thinking	<ul style="list-style-type: none"> ▪ Understands the amount and type of information required to perform analysis on Service Delivery
Making Decisions	<ul style="list-style-type: none"> ▪ Makes timely decisions regarding Service Delivery requirements for AEMG ▪ Responsible for decisions to maintain and improve the delivery capability of Operations team ▪ Responsible for deciding upon activities to increase knowledge share around Service Delivery issues across AEMG
Break Through Insight	<ul style="list-style-type: none"> ▪ Considers clients overall strategy also understands how the work of their team contributes to organisational business objectives

Relationships

Contact	Location	Purpose
All levels within Operations and Central Support Functions	Internal	<ul style="list-style-type: none"> ▪ Liaise with the internal teams to ensure Best Practice manuals are kept up to date with relevant information ▪ Disseminate knowledge (e.g. via training sessions) around future changes to legislation that will impact operational processes
Senior AEMG Management	Internal	<ul style="list-style-type: none"> ▪ In conjunction with Compliance set up Operational reviews and meetings on a regular basis to update on progress and discuss relevant issues, agree outcomes and gain sign off where required. Keep informed of new legislation and the potential impact
Government Bodies	External	<ul style="list-style-type: none"> ▪ Obtain knowledge around future changes to legislation that will impact operational processes
External Legal Council and Advisors	External	<ul style="list-style-type: none"> ▪ Seek council and advice around Compliance issues as required
AEMG Clients	External	<ul style="list-style-type: none"> ▪ Obtain necessary information around Service Delivery processes and policy ▪ Provide council and advice around Compliance issues
Auditors and Inspectors	External	<ul style="list-style-type: none"> ▪ Provide information around Service Delivery issues