

Job Title:	Operations Manager – SCPV (Maintenance, Loading & Delivery)		Level: Middle Management	REF. FM JD2023/31 issue 2 August 2024
Report to:	Line Management:	Business Manager & Director CCFML	Functional Management:	Director & Business Manager, Technical Project Manager
Our Company	<p>Founded in 1864, the Clarke Chapman Group specialises in materials handling equipment and provides manufacturing and support services to a wide range of industry. As part of our proud heritage, we have been involved in the UK rail industry designing, manufacturing, and maintaining on track rail equipment. Clarke Chapman Facilities Management are responsible for several long-term maintenance and operation contracts for our client Network Rail.</p> <p>In 2000 Clarke Chapman was acquired by Langley Holdings plc, a diverse, privately owned engineering group based in the UK with principal operating divisions in Germany, Norway, France, Italy and the UK, with a substantial presence in the United States, and more than 90 subsidiaries world-wide. The group employs around 5,000+ people.</p>			
Job Overview	<p>As a valued member of our team, you will be responsible for the day-to-day management of the SCPV Delivery Fleet. Your primary duties will be to direct all contract activities, including loading, on site operating (drops/delivery) and fleet maintenance, repairs modifications, and upgrade remits. There will be a particular emphasis on managing the fleet engineering aspects of the Contract.</p> <p>To provide the necessary resources as required by the Client for the delivery of SCPV.</p>			
Location	Based at Beeston, Nottingham, with occasional attendance at other company sites, client offices, delivery sites etc.			
Outline of Job	<p>Will be responsible for the day-to-day management of the Switch & Crossing Fleet (SCPV) which will encompass the supervision of all CCFM SCPV personnel at the Beeston depot and other delivery locations. Duties will include:</p> <p>Control and oversee the overall allocation of equipment and manpower to achieve the maximum possible efficiency in its utilisation to attain delivery and financial objectives in a safe and efficient manner.</p> <p>Manage depot facilities on behalf of the Company, ensuring they are maintained appropriately, and improved when required.</p> <p>Regularly liaise with the client and other contractors, participating in meetings as necessary. Co-ordinate plans and organise resources as appropriate to meet maintenance, loading & operational requirements. Establish effective communications with all CCFM employees and other relevant parties, maintain a good and effective working relationship with our clients' personnel. To foster good industrial relations with company personnel and resolve any issues.</p> <p>To maintain discipline within the business team, controlling timeliness, absenteeism, shift allocations, holiday's etc.</p> <p>Attending meetings (ECM, performance or similar) at client premises.</p>			

	<p>Undertake safety critical decisions in line with client ECM Management Procedures. Authorising trains to return to traffic on completion of maintenance events.</p> <p>Monitor performance levels in relation to pre-set standards and objectives (KPI's or similar) and initiate timely remedial action when appropriate. Make recommendations for any modification or improvements to, or replacement of, plant or equipment in the light of operating experience.</p> <p>Ensure that Quality, Health, Safety and Environment legislation and processes and systems are fully complied with for all operations and are in line with the company objectives and stated goals. Taking all reasonable measures to ensure the safety, health and welfare of the Company employees and others. As part of this requirement regular depot HSE inspection tours will be undertaken, with findings recorded and corrective action implemented. Periodic delivery site assurance checks shall be carried out.</p> <p>Ensure that routine reports and statistics are accurate and submitted on time and arrange for the preparation of other reports and submissions, as required, for the review of contract performance.</p> <p>Maintain and regularly up-date an overall Contract training plan & appraisal system; recording competencies (and restrictions) on a Competency Database and promote a culture of continuous professional development amongst all Company/Contract employees. Will manage the allocation of trainer/assessor to ensure competencies are maintained. Responsible for managing the production of suitable training and assessment materials to ensure full compliance with relevant standards.</p> <p>Participate in the recruitment of the best available personnel ensuring the induction and training of new employees is in line with the business requirements.</p> <p>On a shared rota basis (Saturday to Friday), be assigned to cover the out of hours "On Call Manager". Share experiences from on-call scenarios to continually improve the company performance in responding to issues/incidents.</p> <p>Undertake any other duties within the Operation Manager's capabilities which may be necessary to ensure quality, safety, quantity, and the needs of our customers are met.</p>	
Education Qualifications and Experience	<p>Essential</p> <ul style="list-style-type: none"> • HND/NVQ qualified or demonstrable experience in an appropriate field • The Operations Manager will have experience in both operational & engineering environments, preferably within the Rail industry or similar field. • Full UK Driving Licence. 	<p>Desirable/Beneficial</p> <ul style="list-style-type: none"> • Be suitably experienced in on-site operational environments. • Ideally have extensive experience of the direction of site activities relating to the rail industries. • Excellent people management and communication skills. • Be familiar with modern management practices and application of cost control systems. • Possess a good working knowledge of ISO 9001 Quality Systems, ISO 14000 & ISO 45001 Series

		<ul style="list-style-type: none">• Hold a HSE Qualification - IOSH Managing Safely or equivalent certification*• Personal Track Safety (PTS) Holder*. <p><i>*Specific in-house and external training and assessment will be provided to the individual.</i></p>			
Key Accountabilities:	You will be responsible for the successful performance, budget, quality, health & safety, and environment for all S&C activities. The company places a high priority and emphasis on the Health, Safety and welfare of its employees and its operations. You will be required to ensure that all Safe Systems of Work, risk assessments, Permit to Work etc are correctly followed, ensuring that all work is carried out to the correct working procedures and that safety rules are adhered to rigidly.				
Relationships	As part of the senior management team you will be expected to work in a professional, constructive and collaborative manner. Will supervise the S&C Team, directing all CCFM SCPV employees. Will need to foster and build close working relationships with the Operations Manager - RDF, the Operation Manager (Rail Vehicle Maintenance), the Technical Project Manager (Account Manager) and other team members. Will also be expected to work closely with and build working relationships with members of the clients staff.				
Hours of work	37 hours per week plus any unpaid additional hours as required.				
Holidays	25 days annual plus 8 bank/public holidays				
Safety Implications	Providing safety procedures are followed and safety equipment provided is utilised whilst on site there should be no safety risk.				
Potential career progression.	Senior Management roles.				
Issue	Date	Amendment Details	Written By/Reviewed	Accepted By	Owned By
1	Mar 23	Full review by Director / first issue	C Pagett	M Judd	CCFM
2	Aug 24	Management of maintenance activities now included	C Pagett	M Judd	CCFM