Grace Enterprises

Job Title: Operations Manager (Radiant Cleaners & Jubilee Events)

Reporting to: Grace Enterprises COO

Purpose of the Role:
To manage the day-to-day operations of two Grace Enterprises businesses (Radiant Cleaners and Jubilee Events) as part of the wider operations team.

Main responsibilities:

1. Operations management, Radiant Cleaners   75%

    ●   Scheduling: work with the wider operations team to ensure that client agreements are met and staff are placed in suitable environments.

    ●   Customer management: develop and maintain excellent relationships with customers, communicate effectively, handle new business enquiries, resolve queries and issues, ensure that customers receive a consistent and appropriate service.

    ●   Team management: work alongside the GE Personnel Manager to ensure staff are able to deliver a quality service to clients, including by conducting performance reviews, ensuring adequate training, identifying poor performance, raising relevant HR issues.

    ●   Line manage the RC Operations Coordinator by assisting with workload planning and prioritisation, and ensuring that tasks are accomplished in a timely manner.

    ●   Other business functions: support with invoicing, debt collection, payroll, communications and marketing, sales.

2. Operations management, Jubilee Events   20%

    ●   Sales enquiries: respond to enquiries, prepare quotes, arrange for Team Leaders to undertake site visits, invoice clients.

    ●   Logistics planning: ensure team members are available for shifts, prepare load lists, arrange transport.

    ●   Other business functions: support with debt collection, payroll, communications and marketing, sales.

3. Other operational / administrative support   5%

- Provide administrative and operational support to GE businesses as required by business demands

- As a last resort, cover shifts within a GE business to maintain client relationships

- Other ad-hoc tasks as operationally required

- Represent GE (and its businesses) at events