**Director of Operations job description**

**Job brief**

the Operations Director is responsible for leading and managing a comprehensive array of services and programs. The Operations Director will be responsible for managing human resources, programming, and operations of the drop-in center. This position will serve as a member of the Management Team along with the ED. This position's primary responsibility is ensuring organizational effectiveness by providing leadership for the organization's programmatic functions. The Operations Director will inform the Executive Director and ultimately the Board of Directors, of all program issues and accomplishments

**Responsibilities**

* The Operations Director will have responsibility for Supply Chain Management, Production Test and Assembly, and Project personnel, implementing development plans for and coaching management team including a Production Manager, Programme Manager and Supply Chain Manager.
* The Operations Director will be responsible for developing and implementing the organisation’s Operations Strategy and the ownership (including a reduction in the vendor base) and development of senior level Key Supplier Relationships
* The Operations Director shall be responsible for the product lifecycle form design completion to delivery.
* The Operations Director will be responsible for production planning, store’s inventory, stock levels and the management of subcontractors to ensure that company can deliver OTIF (on time in full).
* The Operations Director will be responsible for the implementation of a replacement MRP system and be a part of the selection team.
* The Operations Director will ensure that the methods and procedures used comply with our QMS system or make the case to change the procedures. (There will be opportunities to streamline some of the existing procedures).
* Provide effective leadership to the project management team and demonstrate a clear ability to prioritise the company’s deliveries to best fit the company’s objectives.
* The Operations Director will be expected to have a complete understanding of the cost of manufacturing batch built products and projects of considerable complexity and will contribute to major bids.
* The Operations Director will be expected to implement and embed a tailored NPI process (appropriate to the size of the business) within the Programmes structure and processes
* Effective liaison with the other departments (represented at board level) Finance, Engineering, Systems and IT, Commercial, HR & BD.
* This role will be responsible for strategic and operational aspects of production, planning, engineering, warehousing, despatch, and procurement.

**Requirements**

* Excellent communication skills – verbal, written to include report writing and group presentations
* Influencing and negotiation skills
* Well developed interpersonal skills
* Commercially sound with a good understanding of profit and loss accounting and the influence of operating factors e.g. volume v price
* Excellent organisation skills, able to prioritise
* A collaborative team player – concerned with the team success as well as individual performance
* Visible Leadership skills – can motivate others to achieve
* Solution orientated, decisive by nature

**Personal Attributes**

* Self-starter – high energy levels
* Positive and Enthusiastic
* Resourceful
* Strong professionally – credible with integrity
* Good Listener – will challenge constructively and respond well to feedback