

**Job Title**: Senior Operations Manager – Metal Mines

**Department:** Environment and Resilience

**Reports to:** Principal Contracts Manager

**Direct Reports:**  DEFRA Operations Manager (x1), Commissioning Engineer (x1)

**Location:** Remote but connected/Home Contract

**Contract Type:** Permanent

**Grade:** 5+

**Main purpose of the job**

* All aspects of day-to-day metal mine operations team management, including objectives, workloads and wellbeing.
* Lead and manage direct reports to ensure team tasks are carried out to time, budget and quality as agreed with the client (EA/Defra or NRW/Welsh Gov) and required in line with contract dates.
* Escalation of issues and risks that might affect contract compliance, objectives, people, and spend to the Principle Contracts Manager and the Metal Mine Principal Programme Managers.
* Manage internal relationships and internal / external stakeholder management.
* Provide support & governance over the Metal Mines O&M contract and other works / short form contracts required to operate the metal mine sites (mine water treatment scheme and diffuse interventions).
* Develop and support the Metal Mines operations team, building capability as the programme grows.
* Work with the Metal Mine Programme Leads and Principal Programme Managers to input and review information for new scheme builds, incorporating lessons learned from existing metal mine water treatment schemes and diffuse interventions.
* Work with the Principal Contracts Manager to ensure schemes are compliant with the current contracts and governance process, which may require engagement with senior users/end users.

**Responsibilities**

**Specific**

* To lead and manage the metal mine water treatment schemes and diffuse interventions O&M through programme / financial / provisions management and reporting.
* To deliver selected projects with assistance from the DEFRA Operations Manager and Commissioning Engineer or other metal mine project delivery team support staff.
* To ensure appropriate financial forecasting, planning and implementation to expend budgets within the financial year.
* Manage the internal relationships with key stakeholders such as the technical, property, SHW & projects teams with regards to project delivery.
* Manage the relationship with key EA/Defra/NRW/Welsh Gov stakeholders concerning scheme operation, maintenance and performance.
* Work with Technical & R&D team to ensure any opportunities to optimise MWTS schemes performance are achieved and benefits are realised across the MRA’s asset base.
* Develop the team with any additional skill requirements to successfully deliver the O&M contract and other works / short form contracts required to operate the metal mine sites (mine water treatment scheme and diffuse interventions).
* The development and coaching of both the DEFRA Operations Manager and Commissioning Engineer.

**General**

* Act in line with the behaviors and values of the organisation
* Manage your own performance to be accountable for meeting individual, team and corporate objectives
* Act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds
* Actively demonstrate the Mining Remediation Authority’s customer service standards expected of your role
* Follow and contribute to the improvement of operational and team processes and procedures
* Assist with the preparation and delivery of the team’s objectives, budgets and financial records
* Identify opportunities and implement change leading to team development, system improvement and ensuring good value for money
* Maintain and develop positive stakeholder relationships in order to promote the Authority and assist it to meet its objectives
* Support research and development projects
* Ensure that the Mining Remediation Authority’s statutory responsibilities are effectively discharged
* Carry out any further reasonable requests from your line manager

**Competencies Level**

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| **Seeing the bigger picture** - has an in-depth understanding and knowledge of how the role fits with and supports The Mining Remediation Authority’s business priorities | **5** |
| **Changing and improving** - responsive, innovative and seek out opportunities for continuous improvement | **4** |
| **Making effective decisions** - objective; uses sound judgement, evidence and knowledge to provide accurate, expert and professional advice in a timely manner | **5** |
| **Leading and communicating** - leads from the front and communicates with clarity, conviction and enthusiasm | **5** |
| **Collaborating and partnering** - creates and maintains positive, professional and trusting working relationships with a wide range of people, within and outside the Mining Remediation Authority, to achieve results | **5** |
| **Building capability for all** - has a strong focus on continuous learning for self, others and the organisation | **4** |
| **Achieving commercial outcomes** - has a commercial, financial and sustainable mind-set to ensure all products and services deliver added value and stimulate growth | **4** |
| **Delivering good value for money** - achieves a good mix of quality and effectiveness for minimal cost and to improve return on investment | **5** |
| **Managing a quality service** - plans, organises and manages their time and activities to deliver a high-quality customer experience | **5** |
| **Delivering at pace** - delivers timely performance, with energy, and taking responsibility and accountability for high-quality outcomes | **4** |

**Person specification**

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|  | **Essential** | **Desirable** |
| **Qualifications and Training** | Relevant qualification for your area of expertise | Chartered member of an appropriate professional body  Project Management qualification  Site Management Safety Training Scheme (SMSTS)  Leadership training |
| **Experience and Knowledge** | Experience of managing water and/or environmental operations in a regulatory context  Experience of managing a team  Proven record of delivering projects from conception to build  Experience of managing consultants and contractors through the NEC suite of contracts.  Experience of managing a budget of £5m+  An ability to manage and prioritise a high-volume workload & multiple projects | Identifying opportunities and winning commercial work |
| **Skills and Abilities** | Excellent budget, programme & risk management skills  Highly developed communication skills  Interpersonal skills  Self-motivation and excellent time management  Team player, able to work and influence other teams to deliver the programme  Liaison, negotiation and public presentation skills  Report writing skills |  |
| **Other** | Potential travel on business up to 6000 miles per year  Occasional nights away from home, up to four times per month  Occasional visits to construction sites |  |