

Role Description

Job title: Lead Operator

Reporting to: Operations Manager

Location: Mid Devon

Salary / Hours: Full Time 40 hours per week, circa £19,760 per annum. The role comes with 20 days holiday plus bank holidays and your birthday off, as well as regular team events and socials.

About

Our client is a socially responsible and progressive employer. A professional company working throughout Devon cleaning, restoring and sealing driveways, patios, roofs and gutters in the domestic and commercial sectors.

Job Purpose

Our client is currently recruiting for a Lead Operator, the role primarily involves taking daily responsibility for the provision of services to clients as per the agreed contract. The ideal candidate will be expected to have experience with operating a variety of tools and machinery, having a general interest and knowledge of cleaning / DIY and Power-tool products. The working day will include driving company vehicles, managing other operators on site and ensuring an excellent standard of workmanship at all times.

Responsibilities & Duties:

1. **Scheduling:** To maintain excellent communication with The Operations Manager to ensure that resources are utilised efficiently.
2. **Planning:** To select correct tools and equipment that allow seamless product delivery to the client, in a safe and effective manner.
3. **Communication:** To ensure that from first contact to completion, we exceed clients' expectation of the service provided whilst on site. This includes demonstrating clear management of all site operatives present.
4. **Delivery:** To safely and proficiently provide a combination of products sold, in accordance with company policies and procedures, whilst demonstrating clear medium-level management and problem-solving skills.
5. **Record Keeping:** To consistently feedback information, reports and documentation to the Operations team ensuring smooth running and inform future decisions.
6. **Training:** To engage with employee training programmes and demonstrate an ability to culture a learning environment for all, on site.
7. **Sales:** To recognise the role that operatives have as part of the company's salesforce and actively engage with marketing tactics and initiatives.



Qualifications & Attributes:

- a) A full UK driving license with a low-level history of driver convictions or penalties. License category B+E (trailer) an advantage.
- b) The ability to monitor the performance of yourself or other individuals to make improvements or take corrective actions.
- c) Previous site work or construction industry experience preferred, with a foundational knowledge of operating hand and power tools.

All of our clients' welcome applications from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability. Equally our clients are advocates for Ban the Box <http://bantheboxcampaign.org> and welcome applications from ex-offenders.

For an informal discussion, please call Josh Stunell on 0800 0016 521. To apply please send a covering letter & Magna Vitae / Curriculum Vitae to: recruitment@bthechange.org.uk