

Job Title: Head of Service Operations

Reports To: Managing Director

Head of Service Operations

Job Overview

The Head of Service Operations leads the delivery of the Service and Maintenance operation, ensuring all activities are aligned with business objectives, client requirements, and contractual commitments.

By overseeing service delivery, engineering coordination, compliance, and performance management, the role ensures efficient operations, consistent service quality, and effective risk management. The postholder drives accountability, continuous improvement, and high-performing teams while maintaining the highest standards of governance and customer satisfaction.

Key Leadership Areas

- Strategic Service Operations Leadership – Leading end-to-end service and maintenance operations aligned with business objectives and client requirements.
- Operational Performance & Delivery – Driving service performance through effective planning, KPI management, and accountability.
- Risk Management & Governance – Identifying and managing operational and contractual risks through appropriate controls and escalation.
- Commercial & Financial Oversight – Managing operational costs, resource utilisation, and supporting commercially sound decision-making.
- Compliance Assurance – Providing oversight of compliance through the Technical Compliance Manager, ensuring adherence to statutory, regulatory, and contractual requirements.
- People Leadership – Building high-performing teams, developing capability, and embedding a culture of accountability and continuous improvement.
- Process Improvement – Streamlining processes, improving system utilisation, and increasing operational efficiency.

- Client & Stakeholder Management – Building strong relationships, managing service performance, and maintaining effective communication with clients and stakeholders.

Roles & Responsibilities

Service Operations Leadership

- Lead the Service and Maintenance function, ensuring alignment with company strategy and client expectations.
- Set the strategic direction for service delivery, scheduling, and administrative activities.
- Establish consistent operating standards to support efficient and reliable service delivery.
- Drive continuous improvement initiatives to enhance operational performance and customer outcomes.

Operational Performance & Delivery

- Take overall accountability for SLA, KPI, and service performance across all contracts.
- Oversee job allocation, service coordination, and engineering resource planning.
- Monitor workload, capacity, and operational risks, taking corrective action where required.
- Use performance data and reporting to improve service delivery and operational efficiency.

Team Leadership & Management

- Lead and manage the Service and Maintenance team, including the Technical Compliance Manager and engineering teams.
- Set clear objectives, expectations, and performance standards across all roles.
- Support employee development, capability building, and succession planning.
- Ensure organisational structures and ways of working support efficient, scalable operations.

Commercial & Financial Management

- Hold responsibility for departmental profit and loss (P&L), ensuring effective operational cost control, resource utilisation, and productivity.
- Support contract mobilisation, renewals, and service transitions.



- Identify opportunities to improve efficiency through enhanced planning and resource alignment.
- Contribute to commercially sound operational decision-making.

Governance, Risk & Compliance

- Maintain oversight of operational risk, governance, and contractual compliance with relevant British Standards and NSI requirements.
- Provide leadership to the Technical Compliance Manager to ensure compliance is embedded throughout service delivery.
- Ensure adherence to health and safety legislation, company policies, and client requirements.
- Identify, manage, and escalate operational risks to minimise their impact on service delivery and business performance.

Client & Stakeholder Management

- Act as the senior operational contact for client service delivery and escalations.
- Lead service review meetings, presenting performance, risks, and improvement plans.
- Build strong client relationships through consistent delivery, transparency, and effective communication.
- Ensure service issues are resolved promptly and professionally.

Systems & Performance Improvement

- Oversee job management systems to ensure data accuracy, effective control, and optimal utilisation.
- Improve system processes to reduce duplication and increase operational efficiency.
- Use reporting and data analysis to support planning, forecasting, and continuous service improvement.
- Support the development and implementation of standardised workflows across service operations.

Salary & Benefits

- Competitive salary (dependent on experience).
- Overtime and on-call allowances (where applicable).

- Company vehicle, fuel card, uniform, and specified tools provided.
- Company pension scheme.
- Opportunities for professional growth and development, including access to an onsite demonstration facility.
- A collaborative and inclusive working environment.
- Complimentary membership to the company's Health Club (located adjacent to the office).
- 23 days' annual leave plus bank holidays, together with a minimum additional four-day Christmas shutdown allocation.
- Free access to the Employee Assistance Programme.