Summary of Role

Job Title: Operations Manager (12-month maternity cover)
Reporting to: Deputy Chief Executive
Hours: 21 hours per week
Office Location: The Building Centre, 26 Store Street, London, WC1E 7BT
Salary: £27,000 per annum (£45,000 FTE)

Build UK is the leading representative organisation for the UK construction industry. Offering influential and dynamic leadership, Build UK is transforming the delivery of construction projects for the benefit of the industry, its clients, and the UK economy. Representing more than 40% of UK construction, Build UK creates the conditions for supply chains to thrive by delivering change on key industry issues.

Our friendly team is based in offices in central London where we have a vacancy for an Operations Manager (12-Month Maternity Cover) who is responsible for ensuring the smooth and efficient running of our busy office and providing comprehensive HR support for a team of up to 20 staff.

About the Role

The role involves devising and maintaining office and IT systems, overseeing facilities management, and undertaking a range of HR functions. The right candidate will play a central role in the day-to-day operations of Build UK, promoting good employee relations and a positive working environment.

You will be confident, have the ability to prioritise a busy and varied workload, project a professional image, and have excellent written and verbal communication skills.

Result Areas

- A valued member of the Build UK management team
- Successful operational management of office and staff
- An effective HR function and a high level of employee satisfaction
- Accurate and up to date employee records, HR policies, and office procedures and processes
- Productive relationships with external suppliers and service providers
- Active contributor to a highly motivated and effective team
Responsibilities

Facilities Management
- Sourcing and maintaining office equipment, including phones and photocopier
- Overseeing IT requirements, including equipment and software, and providing the first point of contact for IT support company
- Liaising with landlord regarding offices facilities, rent and service charges, as well as a wide range of service providers and suppliers for all other office requirements
- Maintaining the day-to-day cleanliness and tidiness of the office and overseeing office cleaning services
- Overseeing repair and refurbishment works to the office as required

Human Resources
- Managing recruitment process for new staff, including drafting job descriptions, liaising with recruitment agencies, conducting interviews, producing employment documentation, and undertaking inductions
- Managing employee relations, including absence, disciplinary and grievance issues, and providing support for performance management issues
- Overseeing employee appraisal process, ensuring a high level of performance
- Checking in with staff to ensure employee wellbeing and offer support where required
- Developing, implementing and maintaining up to date HR policies in line with current employment law
- Managing employee benefits, including pension auto-enrolment and healthcare
- Maintaining up to date employee records which link to payroll service
- Developing and implementing staff training strategy

Operations
- Developing, implementing and maintaining office procedures and processes
- Maintaining adequate insurances
- Ensuring legal compliance and maintaining up to date records on Companies House
- Maintaining contracts register and reviewing continuing viability in a timely manner
- Undertaking other operational duties as reasonably requested

Knowledge & Experience
- Educated to degree level or equivalent with excellent written and verbal communication skills
- An HR qualification is essential together with proven experience working in HR
- Highly organised with experience of managing an office
- Excellent people skills with ability and sensitivity to deal with confidential issues and difficult situations
- Ability to multi-task in a fast-paced environment
- Well-presented and professional approach
Build UK Core Values

- **Corporate Image** - Ensuring commitment and attention to detail with a particular focus on the consistent and professional appearance of Build UK at all times
- **Credibility** - Delivering honestly and effectively each and every time whilst having the confidence to say that more information is required before an answer can be given
- **Innovation** - Being prepared to take risks and make decisions that push traditional boundaries resulting in new and innovative projects and ways of working
- **Delivery** - Taking ownership and responsibility for tasks, preparing for all eventualities, and seeing commitments through to the end
- **Team** - Playing to the team’s strengths and providing encouragement and support to colleagues as well as debriefing effectively and learning lessons with a view to continuous improvement.