

TUV SUD NEL Limited Vacancy

Job Title: Operations Manager – Flow Systems

Location: East Kilbride

Primary Job Responsibilities

Leadership, management and delivery of business within the Flow Systems operational area.

TUV SUD NEL provides programme management, consultancy, engineering and technical services to meet the needs of industry worldwide. We are part of the TÜV SÜD Group, the leading global technical services company, serving customers in a wide range of industries. The TÜV SÜD Group has a global presence with operations in Europe, the Americas and Asia-Pacific, 16,000 employees and an annual turnover of €1.5 billion. We are a leading provider of services, solutions and technology to an international customer base across a variety of sectors including: Oil & Gas, Government and Renewable Energy. As an expanding and progressive organisation, excellent development prospects are available to ambitious and capable individuals.

Role Purpose & Scope

- Responsibility for meeting business targets relating to delivery of contracts, namely: turnover, net sales, recoveries and contract margin. The postholder will not be responsible for operating result in the Company P&L.
- Line management of a team of Service Leaders and ensuring that Service Leaders manage their teams of staff effectively.
- Meeting customer expectations in relation to contract delivery and general account management activities as measured via surveys, general feedback, audits and complaints.

Main Responsibilities

- To lead, manage and develop a team of Service Leaders working within the team.
- To ensure that the staff line-managed from within the relevant Service areas are deployed, developed and managed in an appropriate and business focused manner, e.g. maximising fee-paying revenues.
- To deliver business plan targets associated with contract delivery for the operational team and contribute fully to meeting business plan targets for NEL as a whole, i.e. working closely with other OM's to meet customer requirements.
- To ensure that all contracts for the operational team are delivered in a manner that fully meets customer expectations, while meeting internal targets of cost budgets and timescales.
- To manage key (critical) projects
- To provide full support to the Sales Team in its goals of securing order intake.
- To develop effective relationships with customers, account managing some, and ensure that they are seen (externally) as the key NEL member of staff for the services offered by their team.
- To provide full support to the Controlling function in relation to aspects of the financial management of the Company relating to contract delivery and to engage fully with management by KPI's based on key metrics TBD.
- To contribute to the development of business plans for NEL in relation to strategic direction, growth plans, exit strategies, manpower planning and target setting.
- To ensure that the operational team works within the bounds of Company procedures.
- To ensure full compliance with all safety related issues and to take responsibility for the welfare of staff within the operational team.
- To undertake additional or other duties, as may be required by the business from time to time, as directed by their line manager.

Competencies, Skills & Personal Attributes

- Candidates should be able to demonstrate a leadership style that is able to flex between the differing demands of the business and have excellent planning and organisational skills. Communications will be at all levels within the business and the ability to create messaging targeted at the variety of audiences will be an essential part of the role.
- Highly customer focused.
- The ability to motivate, empower, set goals and drive a business forward.
- Deadline driven.
- Always willing to take ownership for tasks.
- Always striving to seek improvements and to instil such behaviours within their direct reports.

Qualifications & Experience

- To degree level and ideally beyond (PhD or similar) in an area of mechanical engineering, chemical engineering or physics that is appropriate to flow measurement and related topics.
- Considerable experience of working within industry and ideally significant experience of the upstream oil & gas industry.
- Ideally, a thorough knowledge of multiphase flows or wet gas flow.
- Candidates must have significant recent experience of managing teams of staff.
- Candidates without a relevant qualification must be able to demonstrate appropriate skills and experience.

Salary will be commensurate with skills, competencies, qualifications and experience.

A comprehensive and flexible range of employee benefits are available, including a group personal pension plan. Further information about the Company can be found on our website www.tuvnel.com.

To apply, please send your CV, **including current salary & salary expectations**, to:
Elaine Jamieson: ejamieson@tuvnel.com

Applicants should refrain from including the following information on their CV as these will not be used in the recruitment selection process:

Date of birth, age, sex, marital status, school names, religion