



## Position Description Statement

<b>Position Title</b>	Operations Manager
<b>Prepared By</b>	Scott Rixon
<b>Functional Area</b>	Operations
<b>Reports To</b>	Solutions Director
<b>Date Created</b>	

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### Position Summary

Operations Manager at EvolveIP is a dynamic role that will oversee the day to day operations of the business. You will ensure the efficient and effective implementation of our business strategies and objectives. You will work closely with various departments to optimize processes, improve productivity, and ensure the highest level of client satisfaction.

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With teams located in Cardiff and Rotterdam, travel is expected to meet with the team face to face as well as remote.

### Requirements

- Experience working in the technology sector, specifically with telephony, networking and collaboration
- Demonstration of meeting MBO & KPIs
- High level of Emotional Intelligence
- Excellent verbal and written communication skills
- Ability to multi-task in high paced environment
- Ability to work directly with internal staff in a professional consultative manner
- Strong affinity with telephony and technology
- Ability to travel domestically and internationally, passport and driving license required

### Responsibilities:

- Designs and implements office policies by establishing standards and procedures, measuring results against standards, and making necessary adjustments.
- Oversee the day-to-day operations of the company, including support, project management, and service delivery.



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- Monitor and analyze operational performance metrics, making recommendations for improvements.
- Foster a positive and collaborative work environment.
- Support the procurement of new services (Tender process, negotiating with suppliers, drafting contracts and schedules.
- Create and update central store for all contracts for all suppliers and all resellers.
- Undertake service review meetings with all suppliers to ensure customer satisfaction and SLAs are achieved and maintained.
- Review all existing supplier contracts and services and support working through renewals.
- Regular review of the performance of suppliers meeting contractual obligations
- Identification, management and resolution of service gaps, risks and poor performance.
- Define and execute on strategies to drive performance, including quality, customer satisfaction and cost in partnership.
- Attendance at key service and business meetings
- Drive continuous improvement through effective feedback processes to address policy, product, tooling challenges from stakeholders.
- Comply with ISO standards and procedures. To ensure compliance with ISO standards, procedures and regulatory requirements.

### Competency Requirements:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyses information skilfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- **Communication** - Speaks clearly and persuasively in positive or negative situations; Writes clearly and informatively; Responds well to questions; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively.
- **Judgement** - Displays willingness to make decision; Exhibits sound and accurate judgement; Supports and explains reasoning for decisions; Includes appropriate people in decision making process; Makes timely decisions; Able to work independently.
- **Planning/ Organising** - Prioritises and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organises or schedules other Associates and their tasks; Develops realistic action plans.
- **Integrity** – Demonstrates high moral and ethical standards; Shows respect and consideration for others; Consistent in decision making, doing what is right, not what is easy; Trustworthy and honest in own actions
- **Accuracy** – Works consistently and methodically; Good attention to detail; Presents information in a clear and concise manner; Minimises errors in own work



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**Location:**

Home-based with travel domestically and internationally (as required)