

Closing Date:

JOB DESCRIPTION

Job Title: Operations Director

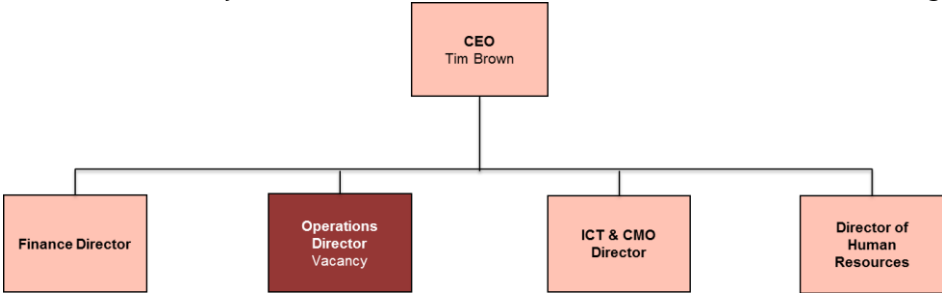
Division:	Jersey Post Group	Hours: 37
Grade:	Director	Type of Contract: Permanent
Reports to:	Chief Executive Officer	

Accountability

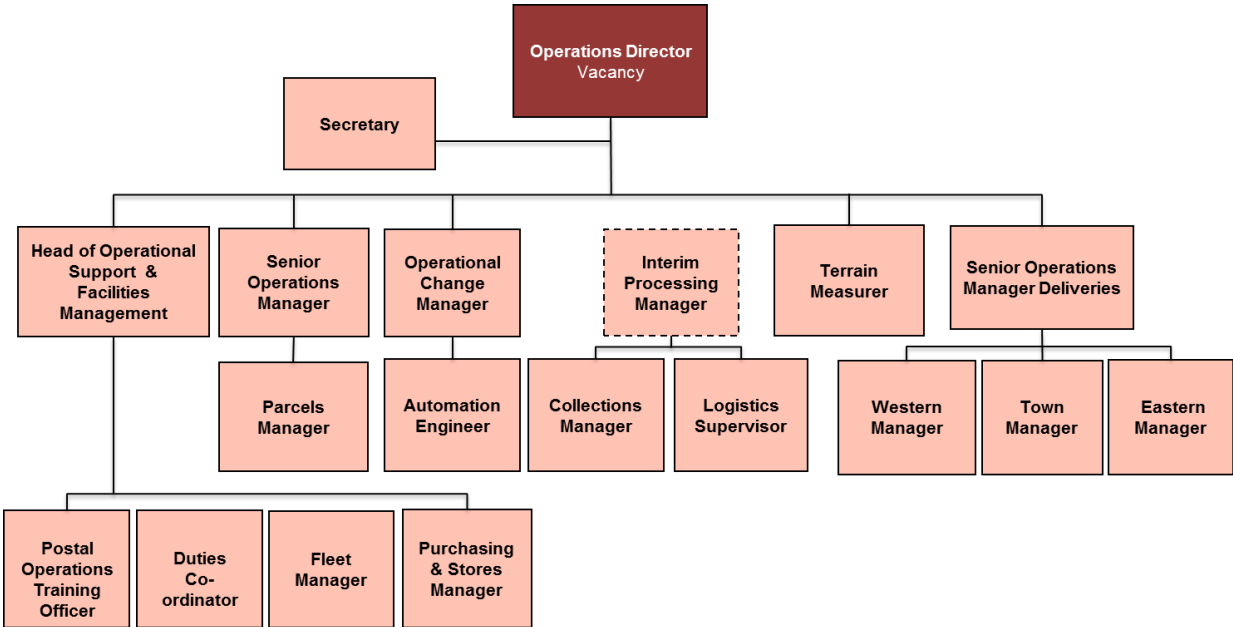
Staff: Direct team of 6, leading a workforce of over 300 people

Job Scope

Part of the Jersey Post Executive Team and attendee at Board meetings:



Leading the operations for all on Island distribution business including postal and logistics. Leading a team as follows:



Managing a budget of £15m-£20m and over 300 staff.

Job Purpose

Provide leadership and direction to the postal services operations business and its' people and be fully responsible and accountable for achieving the business's targets.

To lead a team of over 300 people in the collection processing and sorting of mail, packets and parcels.

To develop the strategy and plans for the operations to deliver customer and operational excellence, embracing a customer centric culture and direct the implementation of the strategy. The aim is to deliver a leading edge operational function.

Be responsible for preparing and monitoring the rolling 3 year Postal Services Operations strategic business plan and financial budget, and to contribute fully to the wider business strategy.

Take direct responsibility for ensuring operational regulatory requirement and compliance with the licence are met within the Postal Services business unit.

Work with the commercial facing business units to monitor market developments, in order to ensure that Postal Services product and market mix is appropriate and fit for purpose and, where necessary the business identifies and develops cost effective new products/services to ensure ongoing competitive strength.

Actively support the development of new products and services in conjunction with other business unit managers to meet market and regulatory demands.

Ensure that appropriate incentive and reward methods and processes are in place.

Monitor revenue and cost performance on a monthly basis, against budget, accountable for that performance to the JPL Board.

Ensure effective management of the performance of all Operational Staff, through clear and measurable personal objectives, regularly monitoring progress to objectives, implementing bi-annual appraisals, identifying and implementing development and training needs in line with corporate policy.

- Oversee the management of major customer relationships, in conjunction with the customer liaison manager and other business unit managers.
- Ensure that new business and new clients are integrated seamlessly into the workflows, working with the other business unit managers.

Ensure that all credit policies and due diligence processes are complied with.

- Ensure Operation works co-operatively and effectively with other Jersey Post Business Unit, to provide customers with a full portfolio of competitive services.

Main Responsibilities

- Developing and implementing strategy and plans which will:
 - Drive a customer centric approach across the business
 - Embrace technology to make it easy for customers to do business with Jersey Post
 - Embed a culture of ownership and a proactive approach to thinking

- Establish an effective and co-ordinated approach to managing customers
 - Maximise the brand value of Jersey Post and PR opportunities
 - A consistent approach to product development and pricing across the business units
 - Establish the necessary organisational structure to deliver the business strategy
- Lead and direct the team of Operational Managers ensuring delivery of:
 - Strategic Business Plans
 - Day to day business performance
 - Compliance with regulatory obligations
 - Effective Risk management
 - Partnership with the Trade Unions
 - Effective communications
 - Improved operational efficiency
 - Competitive advantage
- Contribute to the effective strategic Business planning and development of the Postal Business, and embed a customer centric focus at Board Level.
 - Lead and ensure effective management of all business activities and be responsible and accountable for Postal Services financial performance.
 - Ensure that all contractual and business proposals and activities are undertaken in full compliance with Jersey Post's corporate policies.
 - Ensure the continued day to day provision of postal services to agreed standards and performance targets.
 - Plan and organise cost effect resourcing of the operations managing the unit costs to budget.
 - Monitor developments in Postal technology ensuring opportunities to automate operations are developed and successfully implemented.
 - Develop and implement appropriate operational and business strategies to ensure the future competitive position with regard to the provision of postal services.
 - Work closely with the HR director to develop and implement the Industrial relations strategy to drive the required cultural change through the operation.
 - Develop and implement effective plans to deliver the required cultural shift across the work force.
 - Embed the appropriate risk management controls and culture into the business unit.
 - Develop the required succession plans to ensure the continuity of the management and development of the business unit.

Competencies/Personal Requirements/Experience

- Experience of operating at a senior/strategic and operational level
- At least 5 years experience in a service related industry
- Demonstrate understanding of business/HR practices and governance within a regulated environment
- Proven track record of developing and delivering strategy across a diverse business
- Proven ability in developing people to maximise performance
- Demonstrable analytical, problem solving, negotiation and organisational skills at a strategic level
- Experience of directing and leading different working practices
- Proven communication skills, both verbal and written
- Proven ability to develop and lead strategic initiatives to drive customer focus across the business
- Demonstrable practicable knowledge of business performance system processes

- Experience of delivering change in a unionised environment

Equality & Diversity Statement

Every employee has a personal responsibility for acting in accordance with the equality and diversity policy of Jersey Post, respecting the rights of all colleagues and customers.

Health & Safety

All employees are required to undertake their duties in a safe manner having regard for the health and safety of them selves and others.

Please sign below to confirm that you have read and understood this job description:

Employee signature:

Employee print name:

Date received: