

Position Description

POSITION TITLE:	Operations Manager
FUNCTION / TEAM:	Operations
LEVEL:	Leadership
DIRECT REPORTS:	Up to 15
FINANCIAL DELEGATIONS:	Up to 100K
REPORTS TO:	Managing Director

ORGANISATIONAL OVERVIEW

Sewer Equipment Company (Aust.) - SECA is an Australian owned family business.

Established in 1967 the company is recognised as Australia's leading supplier of equipment for the cleaning, testing, inspection and rehabilitation of pipes, sewers, and drains.

We represent the future of pipeline technology, and our experienced team will identify the right equipment for our customers.

FUNCTIONAL PURPOSE

The Operations function is accountable for enabling the mission of SECA through delivering strategic projects, transformative practices, and effective and efficient operations.

PURPOSE OF THIS POSITION

The Operations Manager is a critical role responsible for driving transformation within the operations function at SECA, while ensuring the smooth delivery of business-as-usual (BAU) operations. This position is accountable for building a strong, customer-centric team culture, and empowering team members to deliver their best work for customers every day.

As part of enabling this, the role will also focus on optimising processes and procedures and implementing effective operational strategies. The Operations Manager will work closely with cross-functional teams to ensure that operations align with the company's growth objectives and core values.

KEY RESPONSIBILITIES

Team Leadership and Development:

- Lead and facilitate culture change initiatives within the operations function.
- Foster a collaborative environment where team members feel empowered to contribute to operational improvements.
- Act as a conduit for prioritisation and troubleshooting issues that arise within operations.

- Inspire and lead diverse teams, setting clear expectations and providing ongoing feedback.
- Set clear KPIs, and work with teams to ensure these are achieved
- Conduct regular performance reviews and support the professional development of team members.

Operational Performance Management:

- Oversee the performance of key operational functions, ensuring that all processes are efficient and effective.
- Monitor and analyse operational KPIs to identify areas for improvement and implement corrective actions as necessary.
- Conduct regular reviews of existing processes and procedures, recommending updates to enhance operational efficiency.
- Collaborate with the technical repair team to manage job assignments, prioritisation, and capacity.
- Manage stock analysis, reporting, and overall stock value accountability.
- Own the quality assurance (QA) processes and systems, ensuring compliance with standards.

Relationship Management:

- Maintain strong relationships with freight companies and oversee logistics operations to ensure timely delivery.
- Serve as the primary point of contact for the ERP system provider, ensuring the system meets operational needs.

Budgeting and Financial Accountability:

- Develop and manage budgets related to operational functions, ensuring financial discipline and accountability.
- Approve purchase orders and monitor expenditures to align with financial objectives.

SUCCESS PROFILE	
<p>Knowledge</p> <ul style="list-style-type: none"> ▪ Strong understanding of operational management principles, stock control, and logistics. ▪ Familiarity with quality assurance processes and compliance standards. ▪ Advanced commercial acumen with experience in budgeting and financial management. ▪ Work Health and Safety. ▪ Valid driver's licence. 	<p>Experience</p> <ul style="list-style-type: none"> ▪ Proven experience in operations management, preferably in manufacturing or similar technical environment. ▪ Track record of successfully implementing process improvements and driving operational efficiencies. ▪ Experience in building and leading high-performing teams.
<p>Capability</p> <ul style="list-style-type: none"> ▪ Exceptional ability to analyse operational performance and make data-driven decisions. ▪ Ability to prioritise tasks effectively and allocate resources to meet operational demands. ▪ Strong leadership and motivational skills, with the ability to foster a positive workplace culture. ▪ Excellent problem-solving skills and the ability to navigate complex operational challenges. ▪ Strong interpersonal and communication skills, with a focus on collaboration. ▪ Ability to use Microsoft Office Suite, with intermediate-advanced Excel capability. 	<p>Attributes</p> <ul style="list-style-type: none"> ▪ Curious and open to learn. ▪ Collaborative, keen to work with others to get to the right outcome. ▪ Customer centric, passionate about delivering a great experience. ▪ Willing to roll up your sleeves and get s#!t done. ▪ Positive attitude when faced with complex challenges.
KEY RELATIONSHIPS	
<ul style="list-style-type: none"> ▪ Innovation ▪ General Management ▪ Commercial Sales and Marketing ▪ Customers and Vendors 	
BEHAVIOURAL CAPABILITIES	
<p>Our Guiding Principle Keep it simple: make it easy for customers to do business with us.</p> <p>Lives the Values of SECA</p> <ul style="list-style-type: none"> ▪ Get s#!t done ▪ Bring the love ▪ Act with Swiss precision ▪ We're better together 	

Acceptance

To show you have read and accept the duties and expectations set out in this Position Description, please sign below:

Employee Name: _____

Signed: _____

Date: _____