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| **Job Title**  | **Head of Operations – phs Greenleaf** |
| **Location** | **Nationwide** |
| **Reports to** | **Managing Director phs Greenleaf** |
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| **About us** |
| **phs Group**The Group is the market leader in hygiene services delivering washroom services to 300,000 washrooms in the UK, Ireland, and Spain to 90,000 customers. The Group also has a number of market leading specialist services companies including:* phs Compliance – provider of electrical and gas testing services with a nationwide network of over 400 engineers
* phs Greenleaf – provider of indoor and outdoor plants. Landscaping services and Christmas tree rental
* phs Besafe – provider of managed services (supply, launder, repair and maintain) of personal protective industrial workwear
* phs Teacrate – provider of office crate rental services across the UK
* phs Wastekit – rental and sale of industrial waste compacting machines in the UK and Ireland
* Warner Howard – hand dryer specialists, providing a full range to resellers and electrical distributors throughout the UK
* Direct365 – provider of a large portfolio of business products and services via a national network of quality suppliers

Together we’re leaders in driving innovation and change in our industries, focusing on the sustainability challenges that matter most. **About phs Greenleaf:**With over 25 years’ experience of providing planting and landscaping services to businesses’ throughout the UK phs Greenleaf deliver an unrivalled plant service in a variety of sectors including hospitality, retail, leisure, FM’s and the public sector.Offering a wide variety of services including indoor planting and outdoor planting, artificial and live planting, living walls, grounds maintenance services and Christmas trees.Holding the Royal Warrant for our services to Buckingham Palace, Greenleaf strives to offer its 8,000 customers across the UK eco-friendly containers and trees. Alongside a clear focus on efficient route planning to minimise our environmental footprint across our whole service delivery.For more information about phs Greenleaf please go to [www.phsgreenleaf.co.uk](http://www.phsgreenleaf.co.uk) |
| **PURPOSE OF THE ROLE** |
| Responsible for leading, managing and developing Service Delivery, Efficiency & Profitability across Greenleaf. Delivering exceptional Customer Service to drive sustainable growth through continuous improvement and strong leadership of the field service team. Working as part of the Greenleaf Senior Leadership Team you will be instrumental in helping to define the business strategy and plan. You will then lead the delivery of that Plan through clear and rigorous operating rhythms and procedures, measuring the ongoing performance and success via clear and concise KPIs. Our Greenleaf depots are located in, Laleham (London) Manchester, Galsgow, Taffs Well and Tamworth. There will be frequent travel expected across these depots. |
| **KEY RESPONSIBILITIES** |
| * Lead, manage, develop and inspire individuals and teams. Develop effective and engaging ways of working to create high performing, motivated teams and individuals.
* Set clear objectives, priorities, and performance measures. Communicate the phs vision and strategy to all operational colleagues to ensure everyone understands the business priorities and the role they play in supporting the success and growth of phs Greenleaf.
* Develop a robust annual operating plan which supports delivery of the business plan. Identify improvements in capabilities, processes and systems to deliver exceptional customer service. Deliver the plan within agreed timescales, to clearly defined performance standards and within budget.
* Take ownership of quality within the business. Provide leadership in developing and implementing a culture of service excellence, working to embed the standards, behaviours and strategies needed to bring about lasting improvements in delivery in all service areas.
* Drive and review performance against the operating plan and budgets through effective leadership and team management to ensure that all SLA’s and KPI’s are consistently achieved across the region.
* Identify the training needs of teams and individuals to ensure safe and effective service delivery as well as opportunities for development.
* Lead and develop our technical capability. Develop and maintain an intimate knowledge of the competitor landscape, product or service innovation, legislative changes and industry trends across the market sector.
* Ensure that Legal, Regulatory and Company Health & Safety requirements are fully embedded to ensure we have a legal and safe working environment. Proactively identify potential risks and put in place robust plans and processes to mitigate them.
* Work closely with the Head of Sales to ensure that working relationships between Sales and Operations are built and maintained to deliver excellent service through the whole customer journey. Support large strategic customer relationships at the most senior levels. Provide support and assistance to Sales in preparing for tenders.
* Deliver an agreed continuous improvement agenda, looking for key opportunities to improve both products and service delivery by identifying new products, new ways of working, new technology and new processes that will improve customer experience and increase profitability.
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| **skills and knowledge required** |
| * Experience of delivering perishable goods on time and in good condition
* Experience of delivering to multiple customer sites with differing requirements
* Delivery of operational service contracts
* Experience of running a multi-site operational business
* Experience of managing a seasonal operation
* Demonstrable team leadership, pace, motivational and coaching skills
* Proven track record of delivering against demanding KPIs and performance metrics (safety, operational, customer, financial) while driving improvements at pace across a multi-site operation.
* Successful track record setting and reviewing clear objectives, identifying, and using opportunities, identifying and fixing issues.
* Operational credibility. Able to get into and understand the detail, make decisions, and deliver.
* Proven ability to deliver continuous improvement.
* Used to operating at pace in a demanding fast-moving environment and delivering results through effective leadership.
* Knowledge of the UK waste and recycling legislation, and knowledge of plant importing legislation, would be helpful.
* Commercially astute.
* Strong analytical skills, and good judgement, enabling robust problem solving and decision making.
* Background in supply chain or logistics would be preferable.
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| **YOUR STRENGTHS INCLUDE:** |
| * High levels of integrity; does the right thing not the easy thing.
* Takes responsibility proactively; for things that go wrong as well as right.
* Ability to both think and do. This is not a role for a pure strategist. The candidate must be able to deliver and be an experienced Operations leader.
* A strong visible leader, with high energy levels and a focus on getting things done.
* Calm under pressure
* Innovative and creative approach
* Able to get under the skin of the whole business quickly, building successful relationships across all functions.
* An outstanding team player, that contributes to all areas of the business.
* A compelling and engaging communicator
* A determination to drive outstanding results and the skill to motivate others to do so willingly.
* Ability to work at pace and deliver high quality results simultaneously.
* Continuous improvement mindset, always spotting opportunities for how to do things better, simpler, faster.
* Innovative and creative approach.
* Excellent planning and organisational skills.
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