

Head of Operations - High Tech Start Up - Energy Efficiency - Housing Associations

Job Title: Head of Operations

Reporting to: CEO

Term: Permanent, Part or Full Time

Deadline: ASAP

Package: Salary + Performance Related Pay + Share Options Scheme

Location: SW London (Earlsfield)

The role:

Q-Bot is a rapidly expanding technology company based in SW London that has experienced high growth over the past three years. The company uses robotic tools and intelligent processes to deliver energy efficiency retrofits for social housing providers. The company is looking for an experienced Head of Operations to strengthen their world class management team, lead operations and work with the CEO to scale and grow the company. In summary the key responsibilities of the role are:

- Taking responsibility for the operational strategy and its execution, including inspiring and leading a team, putting in place good management practises, and reporting on key metrics.
- Implementing quality control procedures, including working with external bodies to ensure compliance and secure accreditation, tracking performance (both for install and robot teams).
- Project management and reporting, including developing and managing relationships with various stakeholders including suppliers, installers, customers and residents.

Duties of the job:

- Implementation of internal systems for managing operations, quality control and projects.
- Put in place goals and KPIs to drive the operations team and income of the company.
- Track performance and evaluate operational performance by analysing data and metrics.
- Preparing management information and reporting this to the CEO and the Board.
- Manage relevant relationships with customers, residents, suppliers and install partners.
- Negotiating supplier, partner and customer contract terms.
- Ensure a smooth process from order to delivery, for each customer project.
- Support commercial activities to secure orders, tenders and finance, e.g. government grants.
- Working alongside the CEO, as a member of the management team to fulfil other business functions and support the growth of the company as needed.

Essential requirements:

- Have a degree from a top UK university or equivalent, with excellent numeric/analytical skills.
- 5 years PQE relevant experience in of a private company or housing association.
- Excellent written and verbal communication skills (English).
- A proven track record of running a project, manging resources, preparing management information, reporting and working to deadlines.
- Drive and determination to get the job done.

Desirable:

- Knowledge of local government, social housing, the built environment, sustainability and / or engineering.
- Experience in management and delivery of distributed projects using remote installation teams.
- Experience with procurement and supply chain management.
- Experience in a variety of work environments including start-ups, corporates, and within, or working with, government, local authorities or housing associations.
- Empathetic and good at building people relationships.
- Adaptable and able to apply themselves to a broad range of areas.

About Q-Bot:

Q-Bot is a high-tech start up at the forefront of robotics, sustainability and the built environment designing and building robots that help install insulation in existing homes at a fraction of the cost and disruption associated with traditional methods. The company counts a number of Local Authorities and Social Landlords among its customers (<https://www.youtube.com/watch?v=ZHeAqMQdFKw> & <https://www.youtube.com/watch?v=aw3K8GFMfg8>).

The intelligent construction robots developed by Q-Bot have a number of benefits:

- They empower operators, making them more efficient and productive.
- They allow easier, cheaper, safer and more effective execution of tasks than traditionally possible.
- They create buildings that are energy efficient, cheaper to run and more comfortable.

The company has a highly innovative technology platform with many exciting applications, a creative approach to tackling climate change, combined with a strong social agenda, helping people in fuel poverty and working with our customers to ensure a positive impact within the local community. The company's offices are based in Earlsfield, Wandsworth (South West London). Q-Bot is an equal opportunities employer and welcomes applications from all suitably qualified persons regardless of their race, sex, disability, religion, belief, sexual orientation or age.

Please apply to: future@q-bot.co with a covering letter and CV. Please note: no recruitment agents, thank you.

