

## Operations Manager (North) - High Tech Start Up - Energy Efficiency - Housing Associations

**Job Title:** Operations Manager

**Reporting to:** Head of Operations

**Term:** Permanent, Part or Full Time

**Deadline:** ASAP

**Package:** Salary + Performance Related Pay + Share Options Scheme

**Location:** Newcastle

### 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 Operations Manager to strengthen their installation capacity in the North of England and Scotland to scale and grow the company. The successful candidate must be willing to get their hands dirty, provide leadership and management support on site to make things happen, as well as working in the office to support the team to manage operational processes. In summary, the key responsibilities of the role are:

- Assisting the Head of Operations with the implementation of the operational strategy and its execution, including building up an operational team in the North, putting in place state of the art operational processes and reporting on key metrics.
- Project management and scheduling of installation works and/or assisting clients with doing so.
- Assisting the Head of Operations with building up a quality information management system and implementing it at all levels including taking an active role in auditing sites and install processes.
- Developing and managing relationships with various stakeholders including partners, suppliers, installers, customers and tenants.

### Duties of the job:

- Preparing project management and scheduling information for the ongoing installations and reporting this.
- Hold accountability for the whole installation management process including the tracking of Key Performance Indicators (KPIs) and other management information.
- Training and supervising new and existing employees and tracking and measuring staff performance.
- Overseeing inventory, and potentially the build-up of a warehousing facility and other sites to facilitate distribution of equipment and materials.
- Manage relevant relationships with customers, residents, suppliers and install partners.
- Working alongside the Head of Operations to fulfil other business functions and support the growth of the company as needed.

### Essential requirements:

- Technical skill set with a good understanding of installing energy efficiency measures in the construction sector with at least 5 years of relevant work experience in a private company or housing association.
- Proven operational experience including running a project, managing resources, preparing management information, reporting and working to deadlines.
- A “doer”, not afraid of rolling sleeves up and getting stuck in.
- Appropriate understanding of relevant operational risk management, governance and regulatory issues.

- Excellent numeric, analytical, written and verbal communication skills (English).
- Team management and leadership skills.
- Drive and determination to motivate the team and get the job done.
- Fluent in Microsoft Office including Word and Excel.

**Desirable requirements:**

- Qualifications in the construction sector including Health & Safety.
- Knowledge of local government, social housing, the built environment, sustainability and / or engineering.
- 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.

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](mailto:future@q-bot.co) with a covering letter and CV. **Please note:** no recruitment agents, thank you.

