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Operations Manager Role Description

The Big Lemon's Operations Manager is responsible for the recruitment, training, supervision and wellbeing of our team; the quality of service to our passengers and customers; reporting against KPIs; and compliance with all relevant transport and health & safety legislation. The Operations Manager will also act as the Transport Manager and the Responsible Person with regard to Health & Safety. Key responsibilities are as follows:

1. Leading the Operational Staff Team

- a. Recruitment
- b. Development and training
- c. Organisational planning eg rotas, sickness, holiday etc
- d. Supervision and performance management
- e. Troubleshooting; disciplinary and grievance processes

2. Service Delivery

- a. Timetabling and duties
- b. Staff and vehicle allocations
- c. Systems and processes for the reliable delivery of all our services
- d. Leading and supporting supervisors to effectively manage the daily operation

3. Quality Management

- a. Monitoring of all our services, both on and off the bus
- b. Developing systems for capturing data for key performance indicators
- c. Measuring against KPIs, contract standards and industry benchmarks
- d. Managing a continuous cycle of monitoring, reviewing and improving

4. Transport Management

- a. Managing preventative maintenance systems compliant with the Guide to Maintaining Roadworthiness
- b. Managing systems to ensure all vehicles have a driver defect check before they are used
- c. Managing systems to ensure compliance with drivers hours regulations
- d. Managing systems for incident prevention, reporting, and training
- e. Managing a continuous cycle of record-keeping, review and improvement

5. Health & Safety

- a. Manage systems for record-keeping, reporting and prevention
- b. Risk Assessment
- c. COSHH and RIDDOR
- d. First Aid at Work

6. Finance

- a. Supplier account management
- b. Budget management and reporting against KPIs
- c. Input into financial planning for business development