



Roles and Responsibilities: Operations Director.

Background

Enterprise Control systems Ltd (ECS) is an established electronics design and manufacturing business that produces a range of COFDM communications links for military and Police users and RF Inhibitor systems for protection against RCIEDs. It employs some 65 people at its purpose built facility in Northamptonshire and exports worldwide.

Whilst the COFDM data link production is done in small batch builds and customised to suit individual customer requirements to provide a complete turnkey system, the RF Inhibitors are made primarily using sub contract assembly and in bigger quantities. Rapid response and delivery times and high reliability are the orders of the day.

The company has the aspiration to sub-contract 50% of its production in order to free up internal resource for new product design and prototype builds.

Role

ECS is looking for an experienced Operations Director able to fit in the SME environment and be responsible for developing the organisations operations strategy in line with achieving the company's delivery targets and in doing so play a key part in driving the business forward. Reporting to the CEO and responsible to the board the role carries with it responsibilities` as an APO1 director. This is 'hands on' role within a rapidly growing SME in the Aerospace and Defence sector.

Responsibilities

- The Operations Director will have responsibility for Supply Chain Management, Production Test and Assembly, and Project personnel, implementing development plans for and coaching management team including a Production Manager, Programme Manager and Supply Chain Manager.
- The Operations Director will be responsible for developing and implementing the organisation's Operations Strategy and the ownership (including a reduction in the vendor base) and development of senior level Key Supplier Relationships
- The Operations Director shall be responsible for the product lifecycle from design completion to delivery.
- The Operations Director will be responsible for production planning, store's inventory, stock levels and the management of subcontractors to ensure that company can deliver OTIF (on time in full).
- The Operations Director will be responsible for the implementation of a replacement MRP system and be a part of the selection team.
- The Operations Director will ensure that the methods and procedures used comply with our QMS system or make the case to change the procedures. (There will be opportunities to streamline some of the existing procedures).

- Provide effective leadership to the project management team and demonstrate a clear ability to prioritise the company's deliveries to best fit the company's objectives.
- The Operations Director will be expected to have a complete understanding of the cost of manufacturing batch built products and projects of considerable complexity and will contribute to major bids.
- The Operations Director will be expected to implement and embed a tailored NPI process (appropriate to the size of the business) within the Programmes structure and processes
- Effective liaison with the other departments (represented at board level) Finance, Engineering, Systems and IT, Commercial, HR & BD.
- This role will be responsible for strategic and operational aspects of production, planning, engineering, warehousing, despatch, and procurement.

Summary of Main Duties and Accountabilities

- To drive rapid and consistent operational improvements to ensure that we deliver on time in full, to budget, to quality standards, to the customers' expectations, and with the most effective use of our resources.
- Implement operational best practice and deliver significant manufacturing margin, health and safety, and housekeeping improvements
- Review of existing manufacturing processes and procedures
- Reduce vendor base and develop supply chain partnerships
- To fully participate as a main board director in the effective management of Enterprise Control Systems
- Generation and delivery of the Company plans and budgets in full, both in terms of the financial return and the service deliverables.
- Delivery of personal Key Performance Indicators.
- Effective team leadership and communication - managing, monitoring, and coaching line managers by being in regular contact with each area and ensuring that information is communicated throughout the division.
- Create an environment that motivates employees ensuring that they are fully aware of what is expected of them, and recognizes their success.
- Constantly challenge unsafe or inefficient behaviours or practices and follow through to a satisfactory outcome.
- Implementation of Gated NPI Process within the Projects department

Who we're looking for

The Operations Director will have a record of delivering operational improvements especially within Operating Margin and OTIF (On Time in Full). They will be able to demonstrate the implementation of Manufacturing Techniques with previous employers as well as a strong track record of Production Outsourcing and Supplier Management.

Essential Skills Requirements and Profile

- Proven track record at Operations Director level (or Operations Manager within a larger firm) with evidence of achievement of objectives, budgets and KPI's, tangible margin improvement and continual improvement.
- A proven manager of people with a measurable track record of creating successful teams in service delivery with tangible achievements in improvement and change management

- Strong influencing and negotiating skills
- Completer / finisher mentality to deliver strategy fulfilment through sound tactical implementation. Tenacity in achieving objectives to deadlines.
- Excellent analytical skills - the ability to assimilate and analyse base data and provide commercially sound and viable business solutions.
- Goal focused, reputation for delivery. Passion for service excellence.
- High energy levels to execute business decisions.
- Effective customer facing skills, with experience in working with international contacts.