

Department: General Management
Reporting to: CEO

Site: Lincoln
Key Reports: Engineering, Field Service Engineers, Projects, Supply Chain & Procurement, & Warehouse.

Role Summary

The Operations Director will ensure the timely escalation of all Company orders, achieving the highest margin by balancing cost and revenue across operational departments: Engineering, Project, Supply chain, Workshop and Service. Leading operational departments in alignment with other business functions, in particular, but not limited to Sales and Finance. The role will address critical performance improvement opportunities to ensure timely delivery of business objectives in accordance with the customer requirements. Ensuring the satisfaction of the customer and of Greenray Turbine Solutions.

This key role will support and strengthen the delivery of the business needs. The role will develop the existing operational departments working with departmental leads with a focus on the development of people. This role is part of the Executive Team.

Key Responsibilities and Tasks

All job holders need to demonstrate, understand and implement the company values within their roles.

Teamwork & Communication:

- Set goals for Engineers and ensure clear direction regarding company priorities.
- Ensure the right mix of skills across the Engineering team to meet business needs.
- Recruit, train, and develop personnel within the Operations Departments.
- Conduct performance reviews and regular appraisals to maintain team morale and build an empowered workforce.
- Collaborate with Accounts and the Financial Controller on 13-week forecasts and annual purchasing projections.
- Allocate projects, assign leads and backups, and ensure clear kick-off meetings and task lists.
- Ensure succession planning and the development of an adequately trained and certified team.

Safety & Sustainability:

- Ensure the teams travel and work safely, with necessary support and equipment.
- Support team morale through lessons learned reviews and team welfare initiatives.
- Lead recruitment, welfare, training & development, and succession planning for the Operations team, with the support of HR.



Accountability:

- Provide progress updates on key projects, operational activities, and any challenges faced.
- Contribute to senior management decisions and strategic direction.
- Report monthly revenue target achievements to the Leadership team.
- Ensure all projects have clear cash flow and progress reporting from day one until completion.
- Manage change control processes and concessions for Engineered changes.

Quality & Reliability:

- Improve and monitor the log of time spent by Operational Departments for job costing.
- Oversee the Engineering resource allocation to ensure project timelines and budgets are met.
- Ensure end-of-service routines are completed with actionable recommendations.
- Monitor and improve the Field Service utilisation to increase efficiency and reduce costs.
- Monitor project progress, reporting, and financials to maintain budgets and timelines.
- Ensure suppliers meet quality and timing standards while providing alternative supplier options.
- Conduct regular audits and visits to key suppliers, monitor KPIs, and manage risks like single points of failure.
- Ensure timely procurement of high-quality parts and on-time delivery from suppliers to maintain project timelines.
- Maintain warehouse best practices and manage stock reviews for key projects.
- Implement 5S principles and ensure the efficient dispatch of goods to meet project demands.

Excellence in Delivery:

- Deliver engineered solutions to customers, particularly for obsolete rotating equipment and controls.
- Prepare cash flow forecasts and report variances between actual and quoted orders and projects.
- Ensure accurate time tracking for project team costing and report cash flow projections.



- Ensure projects are completed on time and within budget, focusing on engineering quality and effectiveness, reporting monthly progress to the board.
- Ensure timely allocation of field service resources that meet customer needs while maintaining profitability for the business.
- Implement findings from lessons learned to enhance future service delivery and performance.
- Oversee the delivery of large customer support projects, ensuring timelines, budgets, and quality standards are met.
- Manage procurement forecasting and stock control to support project delivery without disruption.
- Guarantee prompt and efficient delivery of all parts and services to meet customer and project needs, focusing on right time, right service, and right quality delivery.

Required Skills

Education (qualifications & training)

- MBA highly desirable but not essential.
- Degree level education or equivalent management/business experience via a recognised apprenticeship.
- Gas Turbine / Power / Oil & Gas experience.
- Experience managing subcontract engineering.
- Experience of operating at senior/board level.
- Experience of managing complex small teams.
- Proficient in using Microsoft Word, Excel & PowerPoint.
- Full and valid driving license.

Skills (capabilities & qualities)

- First hand commercial industry experience combined with a technical Knowledge of Gas Turbine products and aftermarket services.
- Understanding of Contractual Terms and Conditions and some sales experience in the power generation or oil & gas markets.
- Ability to manage internal stakeholders.
- Customer relationship building skills at all levels through engineering to senior/board level.
- Leadership skills across multi-functional discipline teams.
- Strong organisational skills in order to manage a wide range of projects and tasks, with the ability to prioritise multiple tasks to meet deadlines.
- Experience of managing budgets and developing strategy.
- Track record of innovation and delivery.
- Self-motivated and the ability to work confidently under pressure.

