Thermaflo is seeking an experienced Operations Manager with a technical background in process engineering. At Thermaflo we strongly believe that the success of our business and its future growth is based around having the correct people on board in our team. If you have a can do approach with a positive attitude and can demonstrate a history of great people skills and the required key skills then please apply.

Role:

The Operations Manager utilises Thermaflo’s production and technical resources to efficiently meet agreed business goals. The Operations Manager holds a key position in regards to leadership and support within Thermaflo and is considered a senior member of the team. Thermaflo’s ethos is friendly and open with a flat management structure where creativeness is encouraged.

The Thermaflo client base and targeted markets include overseas clients/countries therefore there is the opportunity for travel abroad. The work is varied in terms of inquiry, projects undertaken and project location. All these combine to provide a challenging and stimulating work environment.

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<th>Key Responsibilities</th>
<th>Key Tasks</th>
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<td>• Project Management</td>
<td>Oversee all management of projects from proposal acceptance through to installation</td>
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<td>Ensure that all projects are undertaken within budget and on time. Costs reports are maintained</td>
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<td>Maintain production within specific guidelines for production efficiency, profitability, product re-work and waste amounts</td>
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<td>Meet weekly with the Team to discuss progress on all current projects.</td>
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<td>Coordinate additional meetings as required with key staff to move projects forward</td>
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<td>Coordinate with Administration to produce necessary project reporting, review</td>
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<td>Task</td>
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| **Operational Scheduling** | Organise, coordinate and have general oversight of all workshop staff and activities  
Oversee overall management, planning and controls of daily work activities  
Meet weekly with the Technical Team and Sales Team to discuss scheduling of work in a planned manner including distribution of resources such as labour, tools, vehicles etc  
Progress projects on a micro scale through ordering of goods in liaison with the Technical Team, Workshop Team and Administration Manager, organization of suppliers deliveries, organization of labour and manipulating work schedules to meet agreed time frames/dead lines  
Progress installation and commissioning by co-ordinating with the client and Thermaflo staff  
Continually work towards excellence in Process Flow through observation of operational systems and processes during day to day work  
Provide monthly reports to Management on all operational activities via attendance at the monthly meeting |
| **Technical Support** | Provide support to the technical team with process design, P & ID's, FD's, one of drawings, technical advice, guidance and }
| **Strategic Planning** | Assist the sales team with technical advice, costing spread sheets and quotes for sales inquire as well as go ahead projects.  
Work with clients and Thermaflo sales staff on service work, equipment failures and potential business opportunities  
Coordinate with the Technical Team and Administration to answer queries such as job sheet and packing slip inquiries |
| **Administrative** | Progress a measured and planned improvement of operational systems, processes and development of policies in support of Thermaflo’s vision  
Contribute to short and long term organizational planning and strategy  
Provide habitual review of internal procedures to maintain integrity and relevance of systems in place  
Contribute to Thermaflo future planning and projects with an emphasis on growth and creativity |
| | Assist with HR policy and procedure creation, implementation and review in conjunction with Administration  
Adhere to and be familiar with all Health and Safety requirements  
Work with other Thermaflo senior staff on issues of Risk Management |
**Key Relationships:**

- **External Stakeholders**
  - Current and potential clients
  - Suppliers of products and services
Key Skills:

- Collaborative working style
- Honest and trustworthy
- Exhibits initiative and flexibility
- Has a tertiary qualification or has proven extensive experience with process engineering, (i.e. process design, P & ID development, Functional Description development etc)
- Can demonstrate a proven background in project management, or operations management.
- Highly developed written, verbal and interpersonal communication skills
- High level of computer competence
- A Technical Drawing skill is an advantage
- Ability to appropriately delegate tasks and responsibilities
- Relates well to a diverse range of people and working styles
- Applies critical thinking and creativity
- Pays attention to the accuracy of figures / costings
- Pays attention to fine details
- Ability to manage time and a varied workload through prioritisation
- Works well under pressure and to deadline
- Understands the importance of quality systems
- Understands the importance of profitability