



Our Values: Caring, Safe, Professional



Operations Manager – Traffic Operations and Event Services

£34,650

CSP requires an Operations Manager to manage the traffic operations – external traffic, green field parking and event services – for a number of major venues and events across the East of England (Cambs, Suffolk, Beds, Herts and North London).

The ideal candidate will thrive in working in an outside environment. Weekend working is likely to be a regular requirement, particularly over the Spring and Summer period.

This is a permanent role.

A full job description is available [here](#).

What you will be doing

- Be responsible for the planning, delivery and review of all allocated events throughout the calendar year
- Develop and nurture strong, effective and professional relationships with the client and other key operational contacts
- Ensure that the Venue Operations Manuals, where applicable, are up to date and accurately reflect the duties and responsibilities of CSP
- Provide line management to all reports with a focus on proactive mentoring, coaching, development, and team succession planning. Ensure that CSP's objectives are effectively communicated
- Support the recruitment & resourcing team with the recruitment of CSP's (zero hours) frontline team to ensure that the appropriate number of geographically-based staff are sourced, retained and booked to support allocated contracts and events

What CSP can offer you

- A competitive salary
- A 37.5 hour working week – working 5 days out of 7, as required operationally
- Up to 25 days' holiday (pro-rata – after qualifying service) plus Bank/Public Holidays
- Pension scheme with excellent employer contribution
- Private Medical Insurance (after a qualifying period)
- Life insurance at 4x salary
- Access to salary sacrifice schemes
- A range of valuable medical and practical support services through an external Employee Assistance provider

What we need from you

- You will have previous relevant experience in an operational management position, preferably within a traffic management, events support service or related industry
- Knowledge and experience of the events or comparable industries and strong commercial awareness
- Experience of leading, managing and developing people
- Able to communicate clearly across field-based teams, departments and stakeholders
- A focus on excellent customer service
- Experience in providing multi-service delivery and a strong commercial awareness are desirable

Vacancy details

Salary: £34,650

Location: Head Office at Watford; field work in the East of England (Cambs, Suffolk, Herts, Beds)

To apply, send a copy of your CV to HR@gotocsp.com

