



Role: Director of Operations

Location: Watford, Herts

Salary: £65,000 - £90,000 pa but dependent on experience

Hours: 40 hours per week, 5 days out of 7, flexibility required

Job Type: Permanent

Start Date: ASAP



CSP stands for the Combined Services Provider. We specialise in providing services to both venues and static sites including Car Parking, Internal and External Traffic Management, HVM (Hostile Vehicle Mitigation) Solutions, Security, Stewarding, Cash & Audit and Consultancy Services. Whilst our range of services has grown, Car Park/Traffic Management, HVM (Hostile Vehicle Mitigation) and Security/Stewarding represent our core areas of expertise.

We set out on our first event contract in 1994. Since those early days we've added numerous prestigious clients to our portfolio and now provide a range of services to some of the UK's most memorable sporting and entertainment events and venues.

About the Job

"Do you aspire to be a senior leader in a fast moving, competitive industry where you are encouraged to be yourself, delivering results through engaging and supporting your teams to maximise their potential? If so, this may be the role for you..."

Reporting to our Managing Director, the role will be based at our Head Office in Watford, Herts, with national and international travel required. You will have responsibility for driving the Operational side of the business; as well as acting as the face of CSP, networking within venue and events management, seeking out new ideas and innovation, together with forming strong internal and external relationships and you will be working as part of the SLT to drive our business forward.

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About You

CSP is looking for an established commercial senior leader, with a record of success in the management and development of people and resources. You'll be a natural relationship builder, able to develop and nurture strong, effective, professional relationships with all clients and other key operational contacts to ensure that expectations are being met at all times.

You'll be confident in influencing at a strategic level, driving change and, ideally, have experience in events / the delivery of soft services and hold a degree or professional qualification in a Business Management discipline. Ideally, you will be able to demonstrate a background in providing innovative solutions in a client focussed environment as you will be leading on business tenders and will be driving the creation of new business opportunities.

Experience & Skills:

- You will need proven experience as a Director of Operations or equivalent position within a Soft FM or Events Service Business.
- Do you hold an SIA license and IOSH or NEBOSH qualifications ?
- Are you CSAS accredited ?
- Do you have an understanding of both the 'Green' & 'Purple' guides ?
- Have you experience of data analysis and performance/operations metrics ?
- Have you had accountability including the management of a permanent workforce in excess of 30 and a casual workforce in excess of 500 ?
- Management of industrial multi-service contracts.
- Have you led on business tenders and worked with clients to provide innovative solutions within environments that require complex scheduling solutions ?
- Have you conducted and successfully implemented organisational structure reviews ?



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Benefits:

As Director of Operations, you will receive a competitive salary and annual leave package, as well as Private Medical Insurance (self and family) and a Contributory Pension scheme is provided. It is important that all our people feel well catered for, which is why we are based on a modern Business Park with exclusive discounts available locally, company socials and plenty more!

Applications:

If you would like to have a chat with us, please email: chris.jones@gotocsp.com with your CV; current or last salary; salary expectation for the role; and a brief synopsis of why you think you would be the right fit for CSP.

More information on our Company can be found at www.gotocsp.com

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