

**Role:** Group Operations Director  
**Location:** Hybrid, Hertfordshire & Midlands  
**Salary:** £65,000 - £80,000 per annum

### About Amthal

Amthal Group is a newly formed independently owned group of established businesses who design, install, maintain, and monitor electronic life safety and security systems.


Amthal Fire & Security ( AFS ) established 2000 operate from St Albans in Hertfordshire with current sales of £5.5m and 65 team members. Integrated Protection Maintenance Services ( IPL ) established 2005 operate from Coleshill in Birmingham with current sales of £1.9m and 14 team members. The combined vision of the group is to scale a sustainable and dynamic group of businesses through continuous investment & development in its people.


With ambition to achieve revenue of £12m by 2026 and a mission to provide compliant protection, unrivalled customer experience and professional service. Committed to achieving operational excellence, through empowering and developing, exceptional talent, to maintain our friendly and supportive environment.


### Why we think you would love to work with us


At Amthal, we aim to invest and empower you to continue our mission of being one of the nation's trusted commercial fire and security partners whilst maintaining our friendly and supportive culture.


Join our team where your dedication and integrity will be recognised with opportunity and progression whilst ensuring a healthy work life balance. Our success lies in creating a working environment where every individual is motivated to work together and exceed the expectations of our customers. We value our people and will support you to deliver on all aspects of our business with integrity and dedication.

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## Team member benefits for this role includes

- 9 day working fortnight
- Continuous professional development
- Wellness & Employee Assistance Programme (EAP)
- YuLife – The #1 rated benefits programme
- Death in service insurance
- Salary sacrifice pension scheme
- Quarterly one-to-one check-ins with your line manager
- 25 days' holiday, plus Bank Holidays, increasing to 35 days (1 day extra per annum to 30 days and a further 5 days after 10 years)
- A company culture that promotes work life balance
- Access to mental health care support
- Team member of the month recognising outstanding contribution
- Annual company day to share successes and strategic plans
- Company car or allowance
- Private healthcare


## About you


It is essential that you will have a proven track record of successfully operating in a senior / director operations role within a service and project based industry, it is desirable for this experience to be in the fire and security industry. You will be able to evidence this experience and share successes across all elements of operational management. The position requires a blend of strategic thinking, creativity, analytical skills, and leadership abilities.


All aspects of the role must be performed in line with the business's values to realise our vision by providing unrivalled customer experience and professional service to our clients. The position requires high levels of self-motivation, organisation and must be performed with integrity and dedication. In return we are committed to empowering and developing exceptional talent, maintaining our friendly and supportive environment to ensure we get it right first time every time.


## About the role


Reporting directly to the Group CEO this is a new position and an exciting opportunity to mentor and develop the group's existing operations teams in line with the company's ambitious growth plans. The role includes all operational responsibilities within the group companies in line with our values of operating all aspects of the business with integrity and dedication. Committed to operational excellence through employing and developing exceptional talent to get it right first time, every time.

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**Strategic Planning and Implementation**

**Develop and Execute Strategies:** Formulate operational strategies aligned with the company's overall objectives with focus on our service offering and delivery. Implement these strategies to enhance operational efficiency and effectiveness.

**Set Goals and KPIs:** Establish clear operational goals and key performance indicators (KPIs) to measure success. Monitor progress towards these goals and adjust strategies as needed.

**Operational Management**

**Oversee Daily Operations:** Ensure smooth day-to-day operations across all departments. Monitor operational workflows and processes to identify areas for improvement.

**Resource Allocation:** Allocate resources efficiently to optimise productivity and minimize costs. Ensure the availability of necessary equipment, materials, and personnel.

**Team Leadership and Development**


**Lead and Manage Teams:** Supervise managers, engineers, technicians, and other operational staff. Provide guidance, support, and performance feedback to team members.


**Foster Professional Growth:** Implement training and development programs to enhance skills and knowledge. Promote a positive work culture that encourages teamwork and continuous improvement.


**Financial Management**


**Budgeting:** Develop and manage operational budgets, ensuring financial resources are used effectively. Monitor expenditures and implement cost-saving measures where appropriate.


**Financial Reporting:** Prepare financial reports and analyses to provide insights into operational performance. Identify financial risks and opportunities to inform strategic decision-making.

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## **Project Management**

**Plan and Execute Projects:** Oversee the planning, execution, and completion of operational projects. Ensure projects are delivered on time, within budget, and to the required quality standards.

**Risk Management:** Identify potential risks and develop mitigation strategies to minimize impact. Monitor project progress and adjust plans as necessary to address challenges.

## **Quality Assurance and Compliance**

**Ensure Compliance:** Ensure all operations comply with industry standards, regulations, and safety requirements. Stay updated with regulatory changes and implement necessary adjustments.

**Quality Control:** Implement quality control processes to maintain high service standards. Conduct regular audits and inspections to ensure compliance and identify areas for improvement.

## **Client Relationship Management**


**Maintain Client Relationships:** Develop and maintain strong relationships with clients to understand their needs and expectations. Address client concerns promptly and ensure high levels of customer satisfaction.


**Support Business Development:** Collaborate with sales and marketing teams to identify and pursue new business opportunities. Provide operational insights to support proposal development and client presentations.


## **Technology and Innovation**


**Adopt New Technologies:** Stay informed about technological advancements relevant to the industry. Implement new technologies and systems to improve operational efficiency and effectiveness.


**Drive Innovation:** Encourage innovative thinking and the adoption of best practices within the team. Lead initiatives to streamline processes and enhance operational capabilities.

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### **Reporting and Communication**

**Provide Regular Updates:** Report regularly to senior management on operational performance, challenges, and opportunities. Communicate effectively with all levels of the organization to ensure alignment and collaboration.

**Stakeholder Management:** Engage with key stakeholders to keep them informed and involved in operational initiatives. Manage expectations and deliver on commitments to build trust and credibility.

### **Professional Development**

**Continuous Learning:** Stay updated with industry trends, best practices, and regulatory changes. Participate in professional development activities, such as workshops, conferences, and certifications.


### **Crisis Management**


**Handle Emergencies:** Develop and implement crisis management plans to address emergencies and disruptions. Lead the response to operational crises, ensuring minimal impact on business continuity.

### **About the process**

1. Please apply by uploading your CV via our careers page - [Apply now](#)
2. The next step is an informal phone call with one of the team to check in with and confirm that you've read the job description and are a great skills fit
3. You will then receive a telephone interview from the CEO to check you meet the skills requirement for the role along with sharing our values
4. On success of your telephone interview you will then be invited to a face to face interview at our offices with the CEO alongside another senior team member for a more formal interview process
5. We will call you to tell you you're successful before putting the offer in writing and beginning to carry out the usual security vetting and checks as required to work in our industry


*We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.*

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