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| **Job Title** | Head of Operations - London |
| **Business Unit** | Harrow Green |
| **Department.** | Relocations |
| **Location** | London |
| **Reports to (direct)** | Head of Relocation Services - London |

# MAIN PURPOSE OF THE JOB

The Head of Operations is responsible for leading RHG’s flagship Silvertown branch, one of the largest and most complex relocation operations in the business. The role balances day-to-day operational leadership with strategic improvement, ensuring profitability, service quality, and colleague engagement are consistently delivered. With full accountability for labour planning, supplier management, compliance, and margin ownership, the Head of Operations uses data and insight to drive decision-making and ensure customers receive sector-leading service. This is a highly customer-focused role, ensuring RHG’s values are visible in every delivery, while embedding workforce resilience and optimising operational performance at scale.

# KEY TASKS

**Operational Leadership**

* Lead and oversee daily operations for Silvertown, managing c.150 operatives (internal and agency) and a fleet of c.30 vehicles.
* Ensure seamless planning and execution of relocation and facilities services across London and surrounding regions.
* Drive workforce planning and resource allocation, balancing efficiency with responsiveness to fluctuating demand.
* Ensure all operations are compliant with Health & Safety, environmental, and industry regulations.

**Profitability & Margin Ownership**

* Accountable for delivery of branch P&L, with a focus on profitability and margin growth.
* Use data and performance reporting to identify cost-saving opportunities, improve utilisation, and protect margin.
* Oversee supplier engagement (labour and fleet), ensuring partnerships are cost-effective, compliant, and performance-driven.
* Monitor financial performance against budget and take proactive corrective action where required.

**Customer & Service Excellence**

* Act as the operational champion for customer service, ensuring a consistently high-quality “white glove” standard of delivery.
* Work with Sales and Client Engagement teams to align service delivery with customer expectations and strategic accounts.
* Proactively address customer issues, ensuring fast resolution and long-term improvements.
* Use customer feedback and service data to drive process enhancements.

**People & Leadership**

* Lead, coach, and develop managers, supervisors, and operatives to create a high-performance, engaged workforce.
* Ensure effective recruitment, onboarding, and retention processes are in place.
* Build a culture of accountability, recognition, and development, ensuring colleagues feel valued and supported.
* Drive compliance with RHG’s values of Customer First, Doing the Right Thing, and Always Flexible.

**Business Improvement & Data-led Decision Making**

* Embed a data-driven approach to operational performance, using dashboards and KPIs to inform decisions.
* Lead initiatives to digitise and streamline operational processes, extracting value from technology and systems investments.
* Champion continuous improvement, ensuring Silvertown remains efficient, safe, and commercially competitive.
* Collaborate with other branches and Group functions to share best practice and ensure national consistency.

# SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

* Extensive leadership experience in large-scale, complex operations (200+ staff).
* Strong P&L and budget management awarness, with proven success in delivering profitability.
* Experience in workforce planning, labour supplier engagement, and performance management.
* Excellent stakeholder management skills, with the ability to engage from shop floor to board level.
* Strong compliance knowledge across Health & Safety and environmental standards.
* Hands-on leadership style, with the ability to inspire and drive performance in fast-paced environments.
* Commercially aware and highly data-literate, with the ability to turn insight into action.

\*\*\* The above is not an exhaustive list but an outline of the role duties. All Restore Harrow Green colleagues need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

# OTHER INFORMATION

Based at Silvertown, withoccasional travel across London.

37.5 hours, with flexibility to meet operational and customer needs, including evenings or weekends.

# COMPLIANCE RESPONSIBILITIES

* Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health & Safety, and Quality Management Systems.
* Report any Health & Safety, Quality, Information Security, Environmental, or Business Continuity incidents to the Divisional Director.
* Ensure all relocation colleagues are trained and accountable for compliance in handling specialist equipment and sensitive environments.

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| **APPROVALS:****Line Manager**Name: Signature:…  Date:  | **Post Holder**Name:……………………………..………………………..Signature:…………………………………………Date:……………………………………………… |

**Signed Job Description is to be returned to the People Services team**