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| **Job Title** | Head of Relocation Services |
| **Business Unit** | Harrow Green |
| **Department.** | Relocations |
| **Location** | Cambridge |
| **Reports to (direct)** | Divisional Director |

# MAIN PURPOSE OF THE JOB

The Head of Relocation Services – East of England (Life Sciences) is responsible for leading RHG’s specialist life sciences relocation operations, overseeing both flagship delivery in Cambridgeshire and strategic programmes across the UK. This role combines operational leadership with sector expertise, ensuring RHG provides industry-leading relocation services for laboratories, research facilities, and specialist scientific environments. The postholder is accountable for profit, people, and service — embedding a customer-obsessed culture, ensuring safe and compliant delivery, and leveraging data and innovation to drive performance improvement. The role also plays a pivotal part in driving sector growth, extracting value from technology, fleet, and process investments, and positioning RHG as the trusted partner of choice for life sciences customers.

# KEY TASKS

**Operational Leadership (Life Sciences Focus)**

* Lead the delivery of complex, high-profile life science relocations, ensuring service excellence, safety, and compliance with regulatory standards (e.g., HTA, GLP, ISO).
* Manage operational delivery across Cambridge across all market clusters, ensuring resources are aligned to client and project needs.
* Ensure service levels consistently exceed customer expectations, with an emphasis on care, accuracy, and risk mitigation in handling sensitive equipment, materials, and environments.

**Strategic Sector Development**

* Develop and own the life sciences relocation business plan, aligning operational capability with commercial growth ambitions.
* Collaborate with Sales and Divisional leadership to identify and secure new opportunities within universities, biopharma, healthcare, and research organisations.
* Ensure RHG builds market share and reputation as the leading relocation provider in the sector.
* Represent RHG externally at sector forums, events, and partnerships to promote thought leadership and brand visibility.

**Performance & Business Improvement**

* Monitor and analyse operational KPIs, using insights to drive continuous improvement.
* Leverage technology to optimise performance and extract value from investments.
* Drive process improvement across relocation and warehouse operations, ensuring scalability and resilience for complex life science moves.
* Supprt the decarbonisation and sustainability agenda for the sector, ensuring RHG supports clients’ ESG commitments.

**People & Culture**

* Provide clear leadership and role modelling to relocation and project teams, fostering a culture of accountability, collaboration, and customer focus.
* Coach, mentor, and develop colleagues to build technical expertise in life sciences relocations.
* Ensure strong succession planning and capability development across the team.
* Recognise and celebrate contributions, building engagement and retention in specialist teams.

**Cross-Business Leadership**

* Work collaboratively with RHG Fleet, Warehouse, and Client Engagement leaders to deliver an integrated customer journey.
* Share best practice across Restore Harrow Green, ensuring life sciences expertise enhances RHG’s wider service offering.
* Contribute to divisional and group strategic planning, ensuring the life sciences perspective informs broader growth decisions.

# SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

* Senior leadership experience in relocations, logistics, or operations, ideally with exposure to life sciences, healthcare, or technical sectors.
* Proven success in delivering large, complex, high-risk relocation projects.
* Strong commercial acumen with experience in P&L ownership and budget delivery.
* Familiarity with laboratory environments, scientific equipment, compliance frameworks (HTA, GMP/GLP, ISO).
* Strong communication and stakeholder engagement skills, with the ability to influence at senior client and internal levels.
* Demonstrated success in leading cultural and operational change, embedding performance and customer-first thinking.
* Data-driven decision maker, with experience in applying technology to improve operational performance.

\*\*\* 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

* Primarily Cambridge-based with travel to London, Oxford, and national client sites.
* Flexibility required, including occasional evenings, weekends, and overnight stays.
* Member of the RHG senior operations leadership group.

# 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**