

Job Description

Defence Operations Manager

Net Consulting Ltd

Net Consulting is currently looking for a Defence Operations Manager based in Corsham with some travel to the Cardiff Head office. We are a leading IT consultancy specialising in Cyber Security, Performance Management (Network & Application) and Managed Services.

Key accountabilities

The Main responsibilities of the role will include but not limited to the following:

- Reviewing performance against SLS (Service Level Standards)
- Operational Oversight of Technical Delivery Engineers
- Act as Level 1 escalation point for technical delivery issues
- Ensure Technical Delivery Work Package Outputs are documented in line with MOD Requirements
- Ensure Team are recording their time into Remedy & HubPlanner
- Chair delivery meetings (CAB's, Management Meetings, Design Working Group etc)
- Review technical operations such as performance, capacity, and configuration.
- Identify opportunities to improve service delivery and add more value to customers
- Identify opportunities to improve the efficiency of service delivery
- Work together with the SDM to apply operations governance best practices particularly with regard to Change Management.
- Mentor technical staff & new joiners
- Support SDM to build a long-term strategic relationship with the customer

Responsibilities and duties

Work with operational delivery teams to:

- Ensure smooth implementations of changes (delivery of implementation tasks to schedule and plan)
- Ensure low failure rate during Implementation of Change
- Reduce risk of incidents caused by Changes
- Reduce testing time and cycle
- Reduce requested downtimes
- Ensure better scheduling and usage of internal resources
- Generate documentation & knowledge base articles

Provide General Operational assistance, including:

- Support and Maintenance of Customer Change Management Calendars
- Manage remedial actions resulting from technical & SLA (Service Level Agreement) reviews
- Ensuring progression of Important tasks
- Provide support to relevant groups during time of Customer Escalation
- Contribute to NCL Reporting

Person specification

- Previous Operational Management experience within the Defence Sector
- Confident, articulate, very good presentation skills to senior stakeholders
- High standard of professionalism, integrity and confidentiality
- Experience in managing and working against SLS/SLA's
- Must hold or be prepared to undertake and achieve security clearances

Working environment and Benefits

The role is primarily based in the Corsham, with some UK travel required to attend customer and supplier meetings.

Benefits

- 25 days holiday per annum (pro rata, excluding Bank Holidays)
- Benefit options (Contributory pension scheme, Private Medical Insurance, Life Assurance, Health & Wellbeing)
- Brilliant opportunities to take on more responsibility and long-term career prospects

To be considered for this exciting role please send an up to date CV to careers@netconsulting.co.uk, highlighting your relevant experience and knowledge.