



Role Profile

Role Title	Operations Manager	if you would like this information in another format please contact: Cormac Head Office Western Group Centre Radnor Road Scorrier TR16 5EH recruitment@cormacltd.co.uk
Business Division	Cormac Property	
Grade	COR13	
Report to (role title)	Director of Construction & Property	
Version	1.0	
Date Job Evaluated	17 October 2025	
Job Code	000655	

Financial	Direct financial accountability: c. £5m Indirect financial accountability: c. £10m
People Management	Number of direct reports: 4 Number of indirect reports: c. 40
Working Conditions	☐ No unusual hazards (less than 20% of the time) ☒ Minimum precautions required (more than 20% of the time) ☐ Some precautions required (more than 50% of the time) ☐ Precautions required (more than 75% of the time)
Physical Activity	☒ Minimal ☐ Light ☐ Moderate ☐ Heavy
Work Demands (tick all that apply)	☒ Work to deadlines ☒ Frequently changing ☒ Managing conflicting priorities ☐ Not normally interrupted or subject to change
Work Context	☒ No/minimal risk to personal safety ☐ Potential risk to personal safety ☐ Moderate risk to personal safety ☐ Substantial risk to personal safety

Role Purpose

To lead the operational delivery of the hard services, including but not limited to commercial building and residential property maintenance, minor building work, facilities management and mechanical and electrical services. The post holder will be expected to be the point of contact and operational lead for clients and ensuring customer excellence, contributing to exploring and securing new opportunities for business growth and continuous improvement.

- ensuring the health, safety and wellbeing of staff at all times
- ensuring service delivery complies with all working standards and directives whilst driving continuous improvement, performance management and efficiency.
- support the business to deliver its aims and objectives as set out in the Business Plan, ensuring a good quality service is provided to our customers.
- supporting the business in growing its key areas of service delivery to provide a financial return to the business.
- providing clear leadership ensuring staff are motivated with clear objectives to support the delivery of the business.

About the role

- To guide and lead the management of Hard Services operations ensuring that they are delivered safely and free from delays and disruption in accordance, and complying, with all required conditions and statutory duties
- To maintain the highest levels of customer service and ensure a collaborative approach is instilled in the team
- Lead, develop and instil in staff within the service a sense of vision, purpose and ambition as part of a high-performance culture, personally demonstrating the values and objectives of the company
- Ensure the operational delivery and objectives of the business are being met
- To hold budget responsibility and P&L for the areas managed
- Ensure the development and implementation of appropriate management systems, procedures and controls for the service to ensure robust management information and effective risk management
- To maintain confidentiality of information acquired in the course of undertaking duties for the Company
- To be aware of and adhere to applicable rules, regulations, legislation and procedures e.g., County Council (Equal Opportunities Policy/Code of Conduct), national legislation (Health and Safety, Data Protection).
- To be responsible for your own continuing self-development, undertaking training as required.

What you'll be doing

- Support the operational deployment of the Field Service Management technology platform across all elements of the service
- Responsible for the accurate and timely delivery of projects and programmes of work
- Lead an efficient and effective operational workforce with sufficient capability and capacity to meet forecast demand
- Review and improve operational processes and procedures across the assigned service

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- contribute to the profitability and commercial success of the division and business by reducing costs and ensuring the successful implementation of all proposed business developments
- Lead service delivery ensuring service business targets and KPIs are met
- Ensure every team member has a clear set of objectives and targets
- Identify and secure additional opportunities and maintain excellent relationships with existing clients
- Work collaboratively with Cornwall Council to secure an ongoing pipeline of works to be commissioned via Internal Direct Award
- Lead, develop and promote service delivery methods that place services users at the heart of the decision-making process
- Develop service business plan forecasts of workload and tender success targets, whilst monitoring and reviewing to ensure targets are achieved
- Budgetary responsibility for Hard Services, preparing forward budgets, monitoring and formally reporting upon progress as required by the Directors
- To set out, plan and programme all works to be undertaken within the assigned service, setting delegated budgets and making optimum use of the allocated/targeted financial resource
- To lead on special projects and business development opportunities ensuring the organisation is well placed to benefit from market opportunities and developments whilst ensuring that client needs are met and that targets are achieved
- Ensure continuity and effective management of response services including out of hours and emergencies to support clients service delivery
- Ensure that all contracts meet the requirements of the business and to manage and motivate the delivery of such contracts through the use of appropriate performance measures (i.e. KPIs/SLA's) ensuring that predetermined financial and business targets are achieved
- To maintain confidentiality of information acquired in the course of undertaking duties for the business
- To manage all staff in accordance with agreed CORSERV policies in relation to sickness and absence, disciplinary and capability and grievance procedures in a fair and equitable manner
- Complete a strategic review of the delivery of existing M&E services, minor building and maintenance works and agree Business Development and growth opportunities with the Director
- Oversee all Hard Services works and ensure they are delivered in accordance with the relevant client Contracts
- Oversee the Procurement and Management of Sub-Contractors in accordance with the relevant Policies and Teams
- Work collaboratively with the SHEQ team and ensure that all works are delivered safely and in accordance with the relevant policies
- To be the Principle Duty Holder and have overall responsibility for compliance and maintaining all trade accreditations, including NICEIC, Gas Safe, Oftec, etc.

Qualifications and Experience	Recruitment and Selection
Proven experience of Health and Safety involving Property Maintenance and minor works schemes including holding at least IOSH Managing Safety/SMSTS	Application Form

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Educated to degree level or equivalent in a relevant discipline and/or have significant experience of managing Hard FM at a senior level	Application Form
Successful and consistent achievement in leadership at a senior level in a FM related functional service.	Application Form
Proven track record of staff management, including direct delivery of services across a range of disciplines and multiple sites.	Interview
A thorough understanding and experience of FM related legislation, policy and business management.	Interview
Proven track record and understanding of delivering excellent customer satisfaction	Interview
Specialist technical knowledge of hard services and in particular overcoming building fabric and mechanical and electrical issues	Interview
A demonstrable track record of commercial and contractual acumen and a proven track record of budgetary responsibility in excess of £2M per annum	Interview
An expert knowledge of procurement practices, service requirements, best practice techniques and legislation	Interview
High level of experience in managing procurement of all aspects of a FM service including contracting through to acquisition of services and equipment	Interview

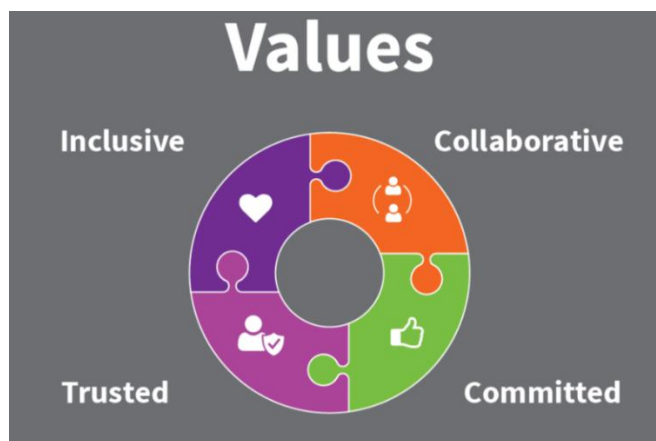
Other requirements	
Full Valid driving licence	YES
The duties of the role involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.	YES
This role has been identified by the organisation as safety critical	NO
This role is politically restricted	NO
This post is subject to overtime (where approved/appropriate)	NO
This post is subject to the Company's Flexitime Scheme (manager discretion)	NO
This post is subject to a criminal records disclosure check	YES BASIC
Approving Manager	Ben Fallowes

Approving Business Divisional Head	Ben Fallowes
Approving Director	Ben Fallowes
Date	16/10/25

Our values

Our values shape everything that we do across our Group. From construction to care services, from travel to transport and everything else in between.

Our values guide the way we work with our business partners, within our communities and with each other.



Collaborative	we work with and support each other to serve our communities.
Committed	we are unwaveringly dedicated to being the best at everything we do.
Trusted	we are open and honest and do what we say we'll do.
Inclusive	we are considerate and respectful of our people and the communities/environment we work in.