

Kenyon International Emergency Services (KIES) are a part of the Air Partner Group, and they offer a set of integrated, configurable solutions to help private and public organisations manage the consequences of an incident. We are looking for an **Operations and Service Delivery Manager** to take responsibility for planning and delivery, our Crisis Management Centre (CMC), supply chain strategy and delivery, training and consultancy, associate management, operational systems and processes and procedures. In the event of a disaster/crisis situation, the role is critical to setting in motion the response to the incident and its ongoing management.

Office-based, this role is of an 'on call' nature 24/7/365, and it will require domestic and international travel at short notice, so flexibility is key.

The Role:

Service Delivery

- Determine operational requirements and utilise all available resources to achieve success within time, cost, and quality constraints
- Monitor and track Operational activity to ensure preparation, planning and execution is completed and any shortfalls are immediately escalated
- Delegate and allocate responsibilities effectively and efficiently to manage operational end-to-end delivery
- Create/support business cases to justify the development of new products and services
- Manage multiple tasks and projects, determining priorities as appropriate, adjusting to unforeseen circumstances as required
- Ensure Kenyon Standard Operating Procedures (SOPs) and guidelines are in place and being followed
- Create opportunities to challenge existing practices and experiment with ideas to find the best solutions to improve customer experience and deliver value
- Develop and manage the supply chain to support incident responses
- Manage training and consultancy services for clients to develop their capability

Incident Management

- Work with the Senior Director Operations to produce a first evaluation of the incident, objectives, risk assessment and initial response requirements, all in an extremely time-constrained environment
- Assemble, brief, and lead a team for the Crisis Management Centre, simultaneously working with objectives and requirements to pull together a geographically dispersed team
- Define any equipment needs sourced from warehouses or supplier bases, and ensure delivery via available logistics networks
- Continue to manage the CMC through the incident up to closure, report and billing

If required, the post holder will also be required to deploy and operate as Senior Incident Director with full command responsibility and accountability for the response.

Financial Management

- Take full accountability for the development and management of operational budgets, ensuring exceedances are minimised through active management, flagging any overspends as required
- Manage/control expenditure in an incident, whether that be for people, services, facilities, or equipment

Regulatory Alignment

- Ensure that any relevant legislation requirements are followed, including Health and Safety, Aviation related (e.g. Family Assistance Law), Data Protection, facilities development etc

Project Management / Business Development

- Lead development of Operational bids and tenders, providing input as required
- Lead development and implementation of internal and client projects

People

- Line manage the Training and Consultancy Specialist and the Supply Chain Specialist
- Build and lead teams effectively, inspiring others to achieve required outcomes and goals
- Identify and maintain the appropriate balance of resources necessary to efficiently deliver business objectives (time, cost, and quality)
- Develop and manage Associates worldwide
- Lead as Senior Incident Director or Base Support Director during incidents
- Promote diversity and encourage inclusivity
- Hire and develops key talent
- Motivates teams to drive high performance
- Celebrate individual and team successes
- Exercise full management authority, including recruitment, appraisals, pay proposals, termination, and other personnel actions

What we are looking for:

- Previous Operational / crisis management experience
- An ability to work under considerable time constraints and pressures
- A flexible approach to work and a willingness and ability to be on call 24/7 and travel globally occasionally
- Excellent organisation and time management skills
- Team leadership experience
- Right to work full-time in the UK
- Driving licence

Please send your applications (ideally a CV and cover note) to ap.careers@airpartner.com before 13th November 2022.