



Site Manager at SQS Ltd

Scratchwood depot & office
Stanmore Quality Services Ltd
Scratchwood Quarry
London Gateway Service Area
M1 Motorway
LONDON
NW7 3BP

Overall Purpose of Job:

Reporting to the Project Manager/Contract Manager, the purpose of this role is to always act as a company ambassador, demonstrating and delivering the SQS Vision & Values, and always upholding the company's good reputation.

To manage, monitor and resource the element of works within their area of responsibility in order to maximise output and profit whilst minimising costs, also to ensure compliance with all Company policies, procedures, and legislation.

Provide all necessary coordination of personnel/contractors and site management, customer liaison, supervision and technical support in the delivery of the workstream. activities in accordance with designers' directions across the specific area of responsibility.

Maximise the customer experience, ensuring the company customer commitments to the client are met, and that customer initiatives are prioritised.

Consistently demonstrate, promote and develop high standards of safety behaviour, leading by example.

Present and promote the high level of personal leadership.

Follow SQS policies, process and procedures at all times.

Main Duties and Responsibilities:

- Ensure that projects are planned, managed and delivered to the highest standards of safety, compliance, customer excellence and commercial control.
- Ensure all activities within your site are managed and delivered in line with SQS SPEC principles
- Ensure all SQS policies & procedures are followed at all times.
- Survey, organise, plan and liaise with internal and external stakeholders and contractors, ensuring effective communication and coordination is maintained at all times.
- Review and monitor effective management of the work teams, and workloads is in place and take appropriate action to address concerns and manage productivity effectively.

- Manage all operational procedures in line with the clients standards and where required are prepared, sent for approval, followed and closed as per any processes in place
- Support the resolution, where required of Customer enquiries, ensuring these are managed and handled in line with company policy/procedures.
- Ensure the management of training, competence, and performance is followed using the company processes in place.
- Conduct or assist with “Own Goals Investigations” as required.
- Conduct or assist where required with any investigations relating to issues within their area of responsibility.
- Ensure all work within area of responsibility is delivered in line with Contractual agreements/specifications.
- Liaise with Reinstatement department to ensure the efficient and expedient reinstatement of the public and private areas.
- Ensure all required data, records, forms etc. are recorded and submitted accurately and by the appropriate deadlines.
- Communicate respectfully and politely to colleagues, clients, internal and external stakeholders at all times.
- To raise and record any Variations and agreement of variations with the client for changes on site and additional works.

SHEQ Responsibilities:

- Take ownership and responsibility for all SHEQ matters for works and team within area of responsibility.
- Ensure you promote the use of and reporting of “hazards” & “near misses”. Understand how and when they should be reported and take relevant action to rectify concerns raised by operational teams.
- Ensure you lead and demonstrate the correct behaviours with regards to SHEQ.
- Carry out Audits as required, and ensure all corrective actions are completed and dealt with in a timely manner.
- Always ensure safe systems of work are followed, as detailed within Risk Assessment Method Statement (RAMS).
- Ensure all work is carried out to the quality specifications/criteria of SQS, NRSWA and/or Client specifications, as applicable.
- Ensure sites are maintained in compliance with NRSWA and any other related legislation.



- Drive PPE standards on site and in depots.

Team Management:

- Promote teamwork and collaboration with the team to ensure client and customer expectations are met and outputs are delivered effectively.
- Ensure all Operatives (and any other workers providing services to SQS) have attended the appropriate company Induction.
- Ensure that all Operatives (and any other workers providing services to SQS) have the relevant and up to date qualifications to be working on an SQS site.
- Ensure all required training is identified and requested in a timely manner using the SQS process.
- Ensure all required Toolbox Talks, and Daily Briefings etc are delivered to all operational workers when required and ensure records of delivery are maintained.
- Carry out 121 meetings with direct reports, as and when required.
- Ensure regular inspections of all company vehicles under your control are completed with any defects reported to the relevant line Manager or transport team and ensure vehicles are always maintained by keeping them clean and tidy.
- Develop professional working relationships with all members of the team to ensure work is delivered effectively to company, and client requirements.
- Ensure the required focus is maintained to continually improve SQS service delivery.
- Complete any other duties within capabilities as required by the management at SQS to ensure the effective and efficient running of the Contract or Project.

Customer leadership

The Site Manager needs a good understanding of core customer values and behaviours, ensuring they not only exemplify them but encourage others to do so as well.

- Take full on-site ownership of customer-related matters.
- Respect customers' busy lives and changing needs, and make sure promises are delivered.
- Encourage, support and celebrate doing the right thing for our customers.
- Lead others in putting customers first and achieving high levels of service and satisfaction.
- Be thoughtful and considerate towards customers and others, showing empathy and understanding.

Company Leadership

- Live up to the expectations of the company regarding systems and processes, behaviours, and values, and demonstrate an ability to manage upwards and downwards if the approach of others is not aligned.
- Develop robust relationships with managers and leaders across the area and in the client organisation.
- Act as a role model for excellence, entrepreneurship and collaborative working.
- Be adaptable and flexible in their dealings with others, naturally understanding the need to negotiate and manage conflict/confrontational situations, both internally and externally.
- Dress, present and behave in a manner which respects and enhances the company and the client brands.

Personal leadership

The Site Manager must be:

- highly self-aware in terms of how they come across to others
- persuasive and influential in promoting their ideas
- controlled when under pressure
- predisposed to action, with a 'can-do' approach, and a resolve to see things through
- analytical with an ability to assess different situations and problems, and coming up with solutions
- organised, punctual, thorough, with good record keeping
- courageous when necessary, standing by personal views and principles
- articulate with an ability to clearly express thoughts both orally and in writing.