

Job Description

Position: Onshore Service Delivery Manager
Reporting to: Operations Director
Location: Perth, Scotland

The Role:

The Onshore Service Delivery Manager will be responsible for overseeing the day-to-day operations of the maintenance and operational teams at Realise Energy Services. This role involves directly supervising the operations team, ensuring effective training and competence, and managing the planning and scheduling of maintenance activities. The Onshore Delivery Manager will focus on maximizing efficiencies to minimise costs and enhance overall performance and service delivery.

Key Responsibilities:

1. Daily Operations Management:
 - Oversee and coordinate the day-to-day operations of the maintenance and operational teams for wind turbines.
 - Directly supervise the work of the operations team to ensure tasks are being completed effectively, safely and efficiently.
2. Team Training and Competence:
 - Implement training programs to enhance the skills and qualifications of current team members.
 - Regularly assess team competencies and identify training needs to ensure technical proficiency.
 - Develop a mentorship program to facilitate knowledge transfer and skill development.
3. Planning and Scheduling:
 - Create and manage operational schedules for maintenance and field service teams, optimising resource allocation to minimize downtime and improve efficiency.
 - Coordinate with other business critical departments to ensure all aspects of operations align with project timelines.
4. Risk Assessments and Method Statements:
 - Organise thorough risk assessments for all operational activities to identify potential hazards.
 - Develop and implement method statements that outline safe work procedures and protocols.
 - Ensure all team members understand and adhere to these protocols during daily operations.
5. Adherence to Safe Systems of Work:
 - Ensure compliance with the company's safe system of work practices, promoting a culture of safety across the teams.
 - Regularly review and update safety policies in line with industry standards and legislation.
 - Conduct safety audits and inspections to monitor compliance and identify areas for improvement.
6. Implementation of Wind Turbine Safety Rules:
 - Implement, and enforce Wind Turbine Safety Rules to safeguard staff and operations.
 - Conduct regular training and refreshers for all team members on safety protocols and rules specific to wind turbine operations.
 - Monitor compliance with these safety rules and address any breaches or concerns promptly.
7. Efficiency and Cost Management:
 - Analyse operational processes and workflows to identify areas for improvement and enhance efficiency.
 - Implement best practices in operations to minimise costs while maintaining safety and quality standards.

- Monitor and report on operational expenses, seeking to reduce costs without compromising service quality or safety.
- 8. Liaison with Other Departments:
 - Collaborate with the Technical department to ensure that maintenance activities align with technical requirements and specifications.
 - Work closely with the Stores and Logistics department to manage inventory levels of spare parts and tools to support maintenance activities effectively.
 - Communicate with the Control Room to coordinate operational activities, ensuring real-time updates on turbine performance, maintenance schedules, and safety.

Qualifications:

- Education: Bachelor's degree in Engineering, Operations Management, Renewable Energy, or a related field or,
- Significant technical experience directly related to the engineering, operations and management of electricity generating assets with appropriate supporting certification.
- Experience: Minimum of 5 years of experience in operations management within the renewable energy sector or related industry, focusing on maintenance operations.
- Skills:
 - Strong organisational and project management skills, with the ability to manage multiple tasks simultaneously.
 - Excellent communication and interpersonal skills to foster collaboration with technical teams and stakeholders.
 - Proficiency in data analysis, maintenance management software, and reporting tools.
 - Strong problem-solving skills and a proactive approach to managing operational challenges.
- Certifications: Relevant certifications in project management or safety management is desirable.