

Steve Jones

Business Operations Manager

DayJob Ltd.
The Big Peg
Birmingham
B18 6NF
T: 0121 638 0026
E: info@dayjob.com



PERSONAL STATEMENT

A progressive Business Operations Manager with a particular strength in driving performance, reducing inefficiencies and cutting costs. Steve is a self-motivated and focused candidate who has over four years experience of working in senior managerial roles. He is self-sufficient and resourceful, with a responsive, cooperative and knowledgeable approach to work as well as professional attitude to dealing with all operational issues that may arise. Even though he leads through the facilitation and empowerment of others, he is still willing to take personal responsibility for all problems under his governance. Right now he is looking to join a leading & established company that is going through a period of growth.

AREAS OF EXPERTISE

MANAGERIAL	Identifying, developing and implementing best practice that increases performance. Apt at resolving contractual, technical and financial issues with partners. Sales and business development skills. Knowledge and experience of procurement processes, procedures, and policy setting. Leading a team and prioritising and managing resources through others to meet goals. Experience of working in complex structures. Developing business relationships through networking. Can communicate complex technical data and statistics clearly. Stakeholder, people and relationship management.
PERSONAL	Willingness to learn, improve and adapt Able to take tough decisions and sustain momentum, pushing for timely action. Incredible drive, enthusiasm and commitment. Ability to communicate in a clear and effective manner. Having the patience to deal with multi decision maker sales processes. Organised, calm and never buckling under pressure.

CAREER HISTORY

Construction Company - Coventry

BUSINESS OPERATIONS MANAGER April 2009 - Present

Responsible for ensuring that all Business Operational tasks are done correctly, costed effectively and delivered on time. Also in charge of maintaining a good working relationship with the company's main clients.

Duties

- Implementing new operational processes and procedures.
- Establishing and maintaining roles and responsibilities for personnel under your management.
- Delivering regular team communications and organising monthly meetings.
- Controlling all associated operational costs according to the prevailing annual budget forecast.
- Supporting the planning, development and overall management of project budgets, in collaboration with relevant senior field managers and HQ staff.
- Seeking ways of adding value to existing work areas.
- Working closely to build and maintain close working relationship with clients.
- Maximising accuracy, productivity and space utilization.
- Assisting in the recruitment, training and development of staff.
- Solving disputes and complaints in a professional manner and within guidelines.

Building Company - Coventry

ASSISTANT MANAGER June 2008 - April 2009

ACADEMIC QUALIFICATIONS

Birmingham North College 2005 - 2008 Business Operations Management Degree
Birmingham South School 2003 - 2005 A Levels: Maths (B) English (A) Physics (C) Geography (A)

REFERENCES Available on request.