



# BERKA

## Solutions

## Berka Solutions Ltd

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### *Job Description – Technical Operations Lead*

#### Company Info

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Berka Solutions Ltd is a privately-owned consultancy firm.

Our vision is to build a solutions based business that delivers real and tangible results for clients using non-complex continuous improvement methods in areas of engineering, facilities, life science, operations and management across Ireland and Europe.

Our processes are strongly based in continuous improvement methodologies and face to face coaching and mentoring in a collaborative style with clearly defined inputs and desired outputs.

Our business objectives are structured in five key areas

- Relationship – All relationships will be based on integrity, honesty, trust, engagement and development.
- Solutions Delivery – All operations of the business will be focused on continuous improvement with the ambition to solve business problems.
- Commercial success – All operations must be based on sound commercial principles.
- Compliance – Our service will meet and exceed compliance requirements and be structured in clear policies and procedure in an open and transparent manner.
- Innovation – Change is constant, and core to Berka Solutions will be the ability to adapt, evolve, innovate and continuously improve, and in doing so bring innovation to our clients.



## **Role – Job Description**

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To provide leadership in Technical Operational, Asset Care Service & Maintenance, Project Management, team development and management services to our strategic client.

To provide strategic delivery of operational services to customers spread across Ireland and occasionally internationally. Full responsibility for resource management (in-house and subcontract), €7.5 Million P&L, Service Centre and logistics.

Drive a customer centric culture while delivering high quality services through a lean and productive team.

Carry out weekly and monthly Governance working to challenging operational performance metrics and KPIs.

Ensure that all projects and maintenance activities are delivered on time, within budget in a compliant manner.

Overall responsibility for the management of a team of Field Technicians and Subcontractors with responsibility for the installation and Service of Mechanical/Electrical/HVAC systems and services

You will have responsibility for department management, sales integration, project delivery, HR, EHS, Commercial Performance, technical expertises, vendor governance, team performance, engagement and communications

You will work in partnership with Sales and Finance to enable business growth through both contract renewals and new business.

Ensure robust governance of department and provide leadership and commitment to the business management activities. Be an enabler to success.



## **Role – Technical Operations Lead**

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1. Reporting Line – The Technical Operations Lead will report to the Managing Director
2. Direct Reports – The Technical Operations Lead will manage a team of seven including Planners, Engineers and contract managers.
3. Location – The role is based in the MidWest, but will require travel one to two days a week in Dublin or internationally.
4. Status – Permanent
5. Accountability – Department management and leadership ensuring compliance, exceptional service delivery and on time/on budget technical operational delivery.

As part of the leadership team, you will be expected to hold the integrity and reputation of the business in the highest regard.

## **Responsibilities**

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- Ensure all Project and Asset Care deliverables are successfully delivered to our customers, and quality, time, scope and costs are measured and controlled.
- Ensure that the technical team adhere to their roles and responsibilities in delivering on time on budget service delivery.
- Ensure all solutions are of the highest compliance, quality and safety standards.
- Communication and engage, formally and informally, daily with the service delivery teams.
- Take responsibility for managing any operational issues arising.
- Ensure clear understanding and map each contract criteria encompassing the objective, benefits, stakeholders, requirements, scope (in/out), assumptions and constraints, timelines, quality and budget.
- Ensure that resource planning, scheduling, service delivery and invoicing is in place on a weekly basis for the efficient and productive delivery of services.
- Take ownership of compliance. Communicate any compliance or client concerns to the Managing Director in good time.
- Issue weekly and monthly reports detailing key performance indicators in relation to business objectives
- Monitor and audit customer sites for compliance and service delivery



- Seek to find continuous improvements and sustainability opportunities. Drive a culture of Continuous Improvement.
- Be an ambassador for the business through exceptional performance, positive values and behaviors, insightful investigations, clear communications and collaborative team development.
- Attend weekly and monthly meeting to review business objectives – play an active role in business growth
- Take financial responsibility for the department, ensuring strong P&L performance, cash flow management and cost containment.
- Provide positive governance to the department through communicating and espousing the values of the business in a positive and proactive manner
- Support the business strategy of continuous improvement, growth and retention of new and existing business through the development of long-term client relationships
- Be flexible and willing to carry out other duties as may be assigned to you by the Company from time to time. Such work can be outside the area of your normal duties

## Training & Qualifications

- Experience of Technical Operation, team supervision, P&L and people management.
- Fully PC literacy and experience using Microsoft Office, Building Management Systems, Microsoft Office Project, and CMMS database systems.
- The ability to produce clearly written reports and present to a diverse stakeholder group in a clear and concise manner.
- Have a clear understanding and experience in Operations & Operational Excellence, project management, service delivery, asset care, budget/financial management and compliance to agreed service level requirements.
- Have previous experience in operational management preferably in the M&E environment or Utilities industry with the ability to communicate at all levels to the stakeholders involved, especially technical and commercial.
- Have a third level qualification or equivalent Trade qualification with industry experience in a technical discipline and have experience in the operations management of M&E, HVAC or construction including HVAC, BMS, electrical, mechanical and relevant current statutory regulations. This qualification should be to a minimum standard level 8 degree.



- Be strong leader in people management and be able to communicate effectively to staff /service providers and client alike.
- Experience in Continuous Improvement process an advantage
- Hold a current valid driving license



## **Behaviours & Objectives**

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1. Our people are at the core of our business and we only accept the highest values and behaviours

- Integrity – Doing the right thing even when no-one is watching
- Honesty – Always tell the truth in words and actions
- Responsibility – Take ownership for your actions
- Respectful – listen to others, and engage positively with them
- Team work – work collectively to a common goal
- Consistent & Reliable – take pride in your workmanship, always.
- Customer focus – Go the extra mile for the customer

2. Negative behaviour we will not accept – Discrimination, Disrespect, Lying, Bullying, Deception, Complacency

3. Our Objectives drive us to improve each and every day

Compliance - Safety, Health, Quality, Environmental and Sustainability

- Everyone (employees, and customers) goes home every day safe and healthy
- We are pro-active in ensuring a compliance and sustainability culture
- We are compliant with our regulatory and compliance obligations
- Our workmanship is professional and of the highest standard
- Our service and customer engagement is exemplary
- Our documentation is flawless, accurate and audit ready
- Our Environmental and Sustainability legacy will be a positive one

Service Delivery

- Our day to day duties are carried out to the highest quality standard, consistent, resilient, standardised and with our customer at the centre of each and every task
- We plan, schedule, communicate and deliver to our customers every day
- We work collectively and in collaboration with others to delivery exceptional service
- We seek to constantly improve in a creative yet structured manner to achieve Operational Excellence



## Customer Care

- Before, during and after each task we talk, listen and engage with the customer to deliver exceptional quality workmanship to meet their needs.
- We treat every individual with respect and seek to improve their workplace through our actions.

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## Reference Checks required

As we grow, we adapt. As we adapt, we learn. As we learn, we create our stories.