



*Our Values: Caring, Safe, Professional*



## Assistant Operations Manager (2 roles available)

£28,000 - £30,000 pa, based on experience

We are currently looking for Assistant Operations Managers to support our Operations Managers in providing traffic and/or parking management services at iconic venues and high-profile events across London (Role 1) and in the East of England – Cambs, Suffolk, Beds, Herts and Greater London (Role 2).

The ideal candidate will be an ambitious individual, eager to take the next, or possibly the first, step in their operational management career; will thrive in working in an outside environment, in a fast-paced, exciting and dynamic sector; and will take pride in delivering an excellent service. Weekend working is likely to be a regular requirement, particularly over the Spring and Summer period.

This is a permanent role.

**A full job description is available [here](#).**

### What you will be doing as an Assistant Operations Manager

- Supporting the Operations Managers, who are responsible for ensuring that all aspects of the operation are carried out in a safe manner at all times, in planning and delivering the required event services
- Managing event day delivery either solo (if required), or are part of a wider operational management team at our larger deployments.
- Cascading information to the frontline staff and the on-site operational teams, ensuring that all statutory and Company information and policies are communicated, acted upon and implemented in full
- Provide excellent customer service for visitors, customers, external agencies and internal customers through planning and staff training
- Develop and nurture strong, effective, professional relationships with clients and other key operational contacts to ensure that their expectations of CSP are being met at all times
- Identifying further commercial opportunities for CSP additional services

### What we need from you as an Assistant Operations Manager at CSP

- You will have previous experience of effective team management delivered through a casual / zero hours workforce
- Operational / facilities management experience in providing multiple services, ideally within the events industry

- Successful supervision of multiple services and small teams
- The ability to prioritise, be proactive, take the initiative and work to deadlines

### What CSP can offer you as an Assistant Operations Manager

- A competitive salary with potential to develop to become an Operations Manager within 18 – 24 months
- Enrolment onto an 18-month Level 3 Management Development programme
- A 35 hour working week – working 5 days out of 7, as required operationally
- Up to 25 days' holiday (pro-rata – after qualifying service) plus Bank/Public Holidays
- Pension scheme with excellent employer contribution
- Private Medical Insurance (after a qualifying period)
- Life insurance at 4x salary
- Access to salary sacrifice schemes
- A range of valuable medical and practical support services through an external Employee Assistance provider

### About CSP

CSP stands for The Combined Services Provider. It also stands for Caring, Safe, Professional, representing our Values. We specialise in providing services to venues and static sites including Car Parking, Internal and External Traffic Management, HVM (Hostile Vehicle Mitigation) solutions, Security, Stewarding, Cash & Audit and Consultancy services. Whilst our range of services has grown, Car Parking/Traffic Management, HVM, and Security/Stewarding represent our core areas of expertise.

### Vacancy details

Salary: £28,000 – £30,000, depending on experience

Location: Head Office at Watford; field work in London and/or the East of England (Cams, Suffolk, Herts, Beds)

**If you think you are suitable for this Assistant Operations Manager position, please apply now by sending a copy of your CV to [HR@gotocsp.com](mailto:HR@gotocsp.com) by midnight on Sunday 2 July 2023.**

