



*Our Values: Caring, Safe, Professional*



## **Head of Operations – The Combined Services Provider Ltd**

£55,000 – £65,000 per annum

Watford, Herts

Permanent, full-time

Closing Date: 21 July 2024

CSP stands for the Combined Services Provider Ltd. 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.

We set out on our first ever contract in 1994. Since those early days we've added numerous prestigious clients to our portfolio and now provide a range of services to some of the UK's most memorable sporting and entertainment events and venues.

With our wealth of knowledge and experience of the event industry, we fully understand the complexities of major events and greenfield site operations, where an irregular event calendar, numerous ingress and egress patterns, varying staffing levels and continued innovation all add to the challenge.

With around 100 permanent employees and a database of 1,500-2,000 casual staff, we pride ourselves on being able to adapt to the varying demands placed at each of our venues and ensuring that the same high quality service is delivered for all, whether attended by 100,000 or 100 visitors. Big enough to do the job, small enough to care!

We are currently seeking 2 Heads of Operations to support the expansion in the business.

### **Purpose of the Role:**

The Heads of Operations will be accountable for managing and mentoring CSP's Operations team or the Security & Stewarding team; responsible for developing the appropriate service provision; and for ensuring an exemplary operational service is delivered within budget to all clients, supporting the leadership and direction of the Operations Team. As a Head of Operations at CSP,

you will provide excellent line management to all reports, with a focus on proactive mentoring, coaching, development and team succession planning, and will develop a culture of continuous improvement of customer experience. In addition, you will be expected to develop and nurture strong and effective professional relationships with all clients and other key operational contacts to ensure that the expectations of CSP are being met at all times. You will have full accountability for the financial performance of allocated contracts, and will be responsible for ensuring that CSP's operations are carried out in a safe manner at all times. You will also need a full UK driving licence.

A full role profile is available [here](#).

#### **We offer:**

- A salary of £55,000 – £65,000 per annum
- Up to 25 days' holiday
- Private Medical Insurance (after a qualifying period)
- A flexible working environment
- A non-contractual bonus scheme, dependent on overall profitability
- The opportunity to be a huge part of the expansion and shape the future of CSP following a recent change of ownership

#### **Candidate Profile:**

- Educated to Degree level
- Extensive previous experience in project management and planning
- Proven experience in managing large scale events or transport operations
- A proven senior level record of success in the leadership, development and management of high-performing teams
- An effective communicator at all levels

#### **Qualities:**

- Successful record of achievement throughout career
- A strong financial acumen, commercial awareness and the ability to manage multiple budgets
- Strong track record in liaising with clients and other external agencies, building and maintaining strong relationships and stakeholders
- An effective planner with the ability to make effective and confident decisions
- Ability to evaluate conflicting priorities and drive forward solutions to multiple challenges

#### **How to Apply**

**If you think you are suitable for this Head of Operations position, please apply now by sending a cover letter setting out your experience and suitability, and a copy of your CV to [HR@gotocsp.com](mailto:HR@gotocsp.com) by midnight on Sunday 21<sup>st</sup> July 2024.**

