



Our Values: Caring, Safe, Professional



Operations Manager – Traffic Operations; Security & Stewarding

Up to 3 roles available

£36,050 per annum

We are looking to increase our pool of Operations Managers across the range of services we provide – traffic operations and security & stewarding services – to a number of major venues and events across London and the East / South East of England. Up to 3 roles are available at this time.

The ideal candidate will thrive in working in an outside environment. 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 for each role is available [here](#).

What you will be doing

- Be responsible for the planning, delivery and review of all allocated events throughout the calendar year, at the numerous prestigious sporting and entertainment venues we support – Premier League football stadia, horse racing courses, golf tournaments, Forestry England locations amongst others
- Ensuring the operations are conducted in a safe manner and to the client's instructions and CSP standards
- Liaising with stakeholders, contractors and internal staff to ensure a safe environment
- Develop and nurture strong, effective and professional relationships with the client and other key operational contacts
- Managing a team of frontline zero hours casual workers
- Provide line management to all reports with a focus on proactive mentoring, coaching, development, and team succession planning. Ensure that CSP's objectives are effectively communicated
- Support the recruitment & resourcing team with the recruitment of CSP's (zero hours) frontline team to ensure that the appropriate number of geographically-based staff are sourced, retained and booked to support allocated contracts and events

What CSP can offer you

- A competitive salary
- A non-contractual bonus scheme, dependent upon overall profitability
- A 37.5 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
- A flexible working environment
- 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

What we need from you

- You will have previous relevant experience in an operational management position, but not necessarily within a traffic management, events support service or related industry
- For the security & stewarding role, qualifications in Spectator Safety and a valid SIA Door Licence will be essential
- Knowledge and experience of the events or comparable industries and strong commercial awareness
- Experience of leading, managing and developing people
- Able to communicate clearly across field-based teams, departments and stakeholders
- A focus on excellent customer service
- Excellent time management skills
- Experience in providing multi-service delivery and a strong commercial awareness are desirable
- A full UK driving licence

Vacancy details

Salary: £36,050

Location: Head Office at Watford; fieldwork in London and the East / South East of England

If you think you are suitable for an Operations Manager position, please apply now by sending a copy of your CV to HR@gotocsp.com by midnight on Sunday 21 July 2024.

Come and join us!

