

## OPERATIONS DIRECTOR

Location:	UK-wide (we offer Hybrid working supported by a Smart Working Policy)
Full Time or Part Time:	Full-Time
Directorate:	Corporate Services (Operations)
Salary:	Competitive

### **Company Overview:**

Ardent is the UK's leading provider of land, consent management and stakeholder engagement services to support major infrastructure and regeneration projects from concept to delivery.

We are Project Managers, Chartered Surveyors, Transport Planners and Land Referencers, based in London, Birmingham, Warrington, Leeds, Glasgow and Dublin and supporting projects throughout the UK and Ireland.

Established in 1992 to provide a 'one stop shop' for land and property matters for major infrastructure projects, our client portfolio includes some of the biggest players across our four core sectors of transport, renewables, utilities and regeneration.

We are passionate about delivering life-improving change for communities and future generations and we are proud to play a key role in facilitating and delivering the UK and Ireland's net zero agenda, improving connectivity, enabling the repurposing of high streets and town centres and delivering new homes for the people who need them most.

We are problem-solvers, can-doers and solution-drivers working collaboratively with our clients to provide proactive and strategic advice to identify and mitigate risks, deliver efficiencies and, ultimately, achieve deliverable consents and build projects that positively impact people's lives and the world that we live in.

## **Knowledge, Skills & Experience Required:**

**As an Operations Director you will be expected to hold the knowledge and experience to fulfil the following:**

- Support the COO in the development and execution of operational strategies in support of Group Business Plan objectives.
- Oversee the development and implementation of best-in-class operational processes, systems, and standards.
- Be a leader in change management, guiding the business through changes in operational processes, technologies, or systems while minimising resistance and maximising adoption.
- Accountability for maintaining ISO accreditations to ISO9001, 14001, 45001) and lead on projects to achieve additional accreditations as required.
- Build relationships with senior leaders to create valuable collateral, trust and continuous alignment on the evolving Operations strategy.
- Responsible for Health & Safety leadership across the business and embedding a safety-first culture.
- Lead the continuous review of policies and management systems to ensure Ardent remains compliant with client and legal/regulatory requirements.
- Accountable for operational auditing requirements across the business to monitor compliance with Ardent's integrated Business Management System.
- Responsible for the development and delivery of a Net Zero / Carbon Neutral Strategy for the Ardent Group.
- Responsible for the achievement and maintenance of B-Corp status.
- Responsible for Business Continuity and Disaster Recovery Planning.
- Responsible for the establishment of non-financial KPI reporting and monitoring to Ardent's ELT and Board of Directors.
- Able to identify and leverage technology and automation/AI to streamline operations and enhance efficiency.
- Ability to identify and analyse operational data and key performance indicators (KPIs) to make informed decisions and drive business improvements.
- Act as a trusted advisor to the Chief Operating Officer (COO) and other senior executives on operational matters.
- Lead risk management efforts to identify and mitigate operational risks.
- Lead, mentor, and develop a high-performing operations team, fostering a culture of excellence and continuous improvement.

## Experience Required:

- Proven experience in operations leadership roles within a professional services or consultancy environment, ideally within the major infrastructure and regeneration sector.
- Knowledge and experience of ISO standards quality management systems.
- Leading and implementing successful change management initiatives.
- Excellent people leadership skills and experience managing a broad range of stakeholders.
- Strong strategic planning and execution skills, with a track record of driving operational excellence.
- Excellent communication and interpersonal skills, capable of influencing and engaging at all levels of the organization.
- Proficiency in project management, financial analysis, and risk management.
- Ability to thrive in a high-performing team environment, contributing to a great working atmosphere and constantly challenging the norm to find new opportunities.

## Behavioural Skills Required (Based on our Values) :

- **Thirst for Knowledge** (*We embrace opportunities to learn and improve for personal and professional growth*) - Demonstrate a strong commitment to the development of yourself, and your people, for your role in a growth company and future role. Coach and mentor others (or actively engage with your Coach) to have a deep understanding of their knowledge and experience. Actively supporting with areas of development and career goals, extending beyond a technical remit and actively developing your business knowledge on an on-going basis.
- **Own It** (*We do what we say we will. We own our individual actions, are accountable for them and take pride in adding value*) - Act like it matters, take pride and caring about the outcome of people in your team, or who you work with, and your client's objectives.
- **Be the Difference** (*Focus energy to make things happen. Be beyond process. Stand up, Stand out*) - Be confident in your decisions and implementing them, taking into account the wider structure and objectives of the business, working with or alongside peers across the business. Be more than any other competent person in your role.
- **Enjoy the Journey** (*Have fun, be engaged and be proud to be Ardent*) - Translating goals and visions of the business into meaningful objectives for your team in a positive and engaging manner (delivering excellence in your own objectives), demonstrating your commitment to Ardent and the wellbeing and development of your team and colleagues. Understand the needs of your people and colleagues to have, purpose/fulfilment, personal growth, engagement, team culture and fair pay.

- **Adapt** (*We drive change and innovation to deliver growth and new opportunities in an ever-changing world*) - As a growth company Ardent is all about change. You must be a change maker. Demonstrate ability to drive and/or implement change to enable Ardent to continue to excel. Listen to your team and people you work with to actively search for opportunities to create change. Exhibit a resilient attitude, communicate key information in a clear and engaging way to influence others.

*Ardent is an equal opportunities employer that is committed to inclusion and diversity. We positively encourage applications from suitably qualified and eligible candidates regardless of race, colour, religion or belief, age, sexual orientation, gender identity/expression, disability status or other legally protected characteristics.*

With people at the core of our business, we offer employees an unrivalled career opportunity rather than simply a job. In a fast-growing organisation, we train, develop and support our staff to grow and achieve their career goals. This is supported by a number of initiatives to look after the wellbeing of our employees whilst allowing employees to work flexibility and maintain a positive work life balance.

We offer an attractive benefits package to include :-

- Hybrid working
- Smart Working Policy
- Medical health plan
- Career progression
- Coaching
- Cycle to Work
- Electric Car Scheme
- Enhanced maternity and paternity pay

For more information, please see our services page on our website at [www.ardent-management.com](http://www.ardent-management.com)

Interested? Get in touch!

Should you be interested in hearing more about the position or wish to send your CV in to [people@ardent-management.com](mailto:people@ardent-management.com) or contact Stuart Thomas [stuartthomas@ardent-management.com](mailto:stuartthomas@ardent-management.com)