



ROLE PROFILE

**REGIONAL OPERATIONS
MANAGER SCOTLAND & NI**



Role Profile

Job Title: **Regional Operations Manager**

Location: **Scotland & Northern Ireland**

Reporting To: **Operations Director**

Responsible For: Regional Delivery Management Team including (but not limited to): Support Manager, Area Delivery Managers, Regional Planning Manager, Regional Programme Manager, Regional Training Area Manager, and Regional Rural Manager.

Summary of Role

The Regional Operations Manager (ROM) is accountable for the strategic leadership, operational performance, and contractual delivery of Landmarc's services across the Scotland and Northern Ireland region.

This large and geographically complex region includes multiple training areas, rural estates, and operational facilities requiring extensive logistical coordination, workforce management, and stakeholder engagement.

The ROM ensures Landmarc's obligations to the Employer (DIO) and shareholders are delivered safely, efficiently, and to the highest standards. The role demands strong commercial focus, strategic leadership, and alignment with Landmarc's values and long-term objectives.

The ROM is a key member of the Extended Leadership Team (ELT), contributing to business strategy, operational development, and cross-regional collaboration to drive national consistency and performance excellence.

Key Responsibilities

Leadership and People Management

- Provide visible, inclusive, and supportive leadership to all regional teams, promoting Landmarc's culture and values.
- Manage all aspects of people performance including attendance, behaviour, capability, welfare, health and safety, and professional development.
- Ensure local leadership teams are empowered, supported, and accountable for operational delivery.
- Ensure consistent delivery of all facilities management services (hard FM, soft FM, and reactive/emergency response) across the region.

- Champion workforce engagement, wellbeing, and development across all sites and remote locations.

Operational Delivery

- Take overall accountability for safe, compliant, and efficient service delivery across the region.
- Oversee operational logistics and workforce deployment across dispersed and rural sites, ensuring business continuity and service quality.
- Deliver all contracted services in line with Operational Delivery Plans and DIO expectations.
- Ensure readiness and resilience for all operations, including contingency and emergency planning.
- Drive performance excellence through data-led decision-making, performance management, and risk mitigation.
- Ensure compliance with statutory and contractual obligations, including all aspects of health, safety, and environmental performance

Commercial and Financial Management

- Manage regional budgets, forecasts, and profit and loss accounts, ensuring cost control, income generation, and value for money.
- Identify and deliver opportunities for commercial growth, efficiency, and innovation.
- Support the Operations Director in developing regional business plans aligned to national strategy.

Stakeholder and Customer Engagement

- Act as principal point of contact for the Employer (DIO) and regional stakeholders.
- Build and maintain strong relationships with DIO representatives, statutory agencies, local authorities, and community stakeholders.
- Represent Landmarc professionally in regional forums, presenting performance reports and improvement plans.
- Ensure strong collaborative relationships with Defence users and estate partners.
- Manage customer expectations while maintaining contractual and commercial boundaries.

Strategic Leadership and Extended Leadership Team Participation

- Actively contribute as a member of the Extended Leadership Team (ELT), attending national and regional leadership meetings as required.

- Collaborate with peer ROMs and corporate leads to ensure consistency and best practice across all regions.
- Support the Operations Director and National Leadership Team in delivering strategic initiatives, change programs, and business transformation.
- Provide regional insight, performance data, and recommendations to inform national decision-making.

Project and Change Management

- Lead regional change and continuous improvement initiatives.
- Support digital transformation, CAFM optimisation, and operational technology enhancements.
- Oversee the delivery of additional works, projects, and capital programs, ensuring compliant, timely, and cost-effective outcomes.
- Support the development and rollout of new business processes and systems.
- Lead regional mobilisation activities for new services, contract variations, or operational changes.

Governance and Reporting

- Ensure full compliance with statutory, contractual, and Landmarc policies.
- Lead the regional governance framework to ensure transparent, consistent, and auditable oversight of all FM activities and operational outputs.
- Chair regular regional governance meetings covering safety, compliance, performance, finance, risk, and workforce matters.
- Monitor and report performance against KPIs, identifying risks and opportunities for improvement.
- Support and lead internal and external audits, ensuring corrective actions are implemented effectively.

Ideal Person

Knowledge and Experience

- Degree or equivalent qualification in Business Management, Facilities Management, Operations, or related discipline (Level 6 or above), or substantial relevant experience.
- Strong knowledge of health, safety, and environmental management, including CDM Regulations and safe systems of work.
- Minimum IOSH Managing Safely; NEBOSH General Certificate or equivalent desirable.
- Demonstrable experience managing large, geographically dispersed operations and multi-million-pound service delivery contracts.

- Knowledge of project management methodologies (e.g. PRINCE2, APM PFQ) and financial management principles.
- Understanding of environmental, rural, and land management practices relevant to training estate operations desirable.
- Membership (or working towards membership) of IWFM, CMI, or equivalent professional body desirable.
- Experience working in or with the Defence sector advantageous.

Skills and Attributes

- Inspirational leader capable of motivating and developing high-performing teams.
- Excellent organisational and logistical planning skills.
- Commercially and financially astute, with strong analytical and decision-making abilities.
- Clear and confident communicator with strong stakeholder management skills.
- Proven change management and continuous improvement experience.
- Proficient in IT systems and able to use data to inform and drive performance.

Prerequisites for Employment

- Full UK driving licence (significant travel across Scotland and Northern Ireland required).
- Completion of Baseline Personnel Security Standard (BPSS), including Basic Police Disclosure.
- National Security Vetting (NSV) may be required – this will be confirmed during BPSS.
- Must meet UK residency requirements (minimum 5 years).

Our Values

- Take Care: Look after yourself and others; intervene when needed.
- Do the Right Thing: Integrity in every action and decision.
- Put the Customer First: Always consider the customer's needs in everything we do.
- Deliver on Promises: Commit only to what can be achieved – and deliver it.
- Take Pride: Be proud of what you do and how you do it.

Our Behaviors

- **Live Our Values:** Understand, believe in, and demonstrate our values consistently.
- **Build Relationships:** Foster strong, collaborative relationships with colleagues, customers, and partners.
- **Give Feedback and Recognition:** Promote openness, trust, and growth through feedback and recognition.
- **Embrace Flexibility:** Adapt and overcome challenges with agility and resilience to stay mission-ready