



Become part of our SWARCO team as

Operations Manager

Location: London, United Kingdom | Full time

Your Challenge

We are actively seeking a dynamic and experienced **Operations Manager** to join our team. The Operations Manager will play a critical role in ensuring the smooth operation of our EV charging network, with a specific focus on delivery, data validation, and network uptime. The ideal candidate will have a strong background in operations management, excellent analytical skills, and a proactive approach to problem-solving.

This position is responsible for overseeing the support arrangements, service provisions, and performance for the operation of SWARCO's public facing charge point network - PoGo. **The role is home-based with business travel as required.**

Key responsibilities

- Ensure the accuracy and integrity of data related to network performance, station usage, and customer interactions.
- Implement robust data validation protocols and regular audits to maintain high data quality.
- Analyse data to identify trends, issues, and opportunities for improvement in operations.
- Monitor the performance and uptime of the EV charging network to ensure maximum availability and reliability
- Develop and implement maintenance schedules and response protocols for network outages and issues
- Collaborate with the technical team to troubleshoot and resolve network-related problems promptly
- identify and implement process improvements to enhance operational efficiency and effectiveness
- Utilise data-driven insights to streamline workflows and eliminate bottlenecks
- Foster a culture of continuous improvement within the operations team
- Build and maintain strong relationships with key stakeholders, including suppliers, partners, and customers.
- Communicate effectively with internal and external stakeholders to align on operational goals and objectives
- Provide regular updates and reports on operational performance to senior management

Your Profile

What we are looking for

- Three years' service delivery management required.
- Five years experience in overall management required.
- Field operations, inventory and service experience preferred.
- Proven experience in operations management, preferably in EV charging, renewable energy, or related industries
- Strong analytical skills and proficiency in data analysis tools and software
- Excellent project management and organizational skills
- Demonstrated ability to manage complex projects and deliver results on time and within budget
- Exceptional communication and interpersonal skills
- Ability to work in a fast-paced, dynamic environment and adapt to changing priorities
- Knowledge of EV charging technology and infrastructure is a plus

Your Benefit

What we offer

As well as providing a competitive salary and benefits package, we actively run employee opinion surveys as part of our drive to provide a comfortable and supportive working environment. We will support your development and you will also receive:

- 25 days holiday with bank holidays in addition
- Your Birthday off
- Employer pension contributions
- Employee Assistance Programme
- Life assurance up to 6x salary

Interested?

Apply Today! We will acknowledge receipt of your application and be in touch if you are successful.

Applications are shortlisted on a rolling basis, and we reserve the right to interview and appoint before any advertised closing date. We therefore, encourage you to apply at the earliest opportunity to avoid disappointment. Applications received after the closing date will not be processed.

We have a responsibility to ensure that all employees are eligible to live and work in the UK, therefore successful candidates must have the right to work in the UK by the start of their employment. We are an equal opportunities employer. Please note that Swarco Smart Charging is unable to provide UK Visa Sponsorship.

*Agencies, please note, that should we require recruitment agency involvement, **we will contact the agencies on our PSL**; we would ask that you respect the relationships we have already built with these suppliers. If an agency submits an unsolicited CV to any partner or employee of our company for a role we have not actively engaged with you on, you should be aware that they have no authority to enter into an arrangement with you and we will consider the CV a gift!. We will not be liable for any payment you charge in relation to it.*

#LI-GB1

Become a part of SWARCO. We look forward to receiving your comprehensive application via the online tool.

Apply now

PoGo Charge

Landmark

1st Floor

3 Orchard Place

London

SW1H 0BF

Information on processing of your personal data is available [here](#).