JOB DESCRIPTION

JOB TITLE	Regional Operations Manager
DATE	Sept 2026
DIVISION	Security
SITE / OFFICE	
REPORTS TO	

ROLE OVERVIEW

We are seeking an experienced and results-driven Regional Operations Manager to lead the delivery of security services across a portfolio of client sites within a designated region. The successful candidate will be responsible for driving operational excellence, ensuring regulatory compliance, developing high-performing teams, and maintaining exceptional client relationships while delivering commercial and contractual objectives.

KEY TASKS & RESPONSIBILITIES

- Lead, manage, and support a team of Operations Managers, Site Supervisors, and Security Officers across multiple locations.
- Take overall responsibility for the operational performance and service delivery standards within the region.
- Ensure all contracts are delivered safely, compliantly, and in accordance with client requirements and company standards.
- Build and maintain strong relationships with clients, acting as the primary escalation point for operational matters.
- Conduct regular site visits, audits, and performance reviews to identify opportunities for improvement.
- Lead recruitment, onboarding, training, and development activities to maintain a capable and engaged workforce.
- Monitor and manage contract KPIs, service level agreements, and operational performance metrics.
- Support contract mobilisations, service enhancements, and continuous improvement initiatives across the region.
- Manage budgets, labour costs, and financial performance to ensure profitability and commercial success.
- Investigate incidents, complaints, and operational concerns, ensuring appropriate corrective actions are implemented.
- Ensure compliance with SIA licensing requirements, BS7858 screening standards, and all relevant legislation and industry regulations.
- Promote a positive safety culture and ensure adherence to all Health & Safety policies and procedures.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Right to work in the UK
- Proven experience in a Regional Operations Manager, Operations Manager, or senior security management role.
- Demonstrable experience managing multiple sites and geographically dispersed teams.
- Strong leadership skills with the ability to motivate, coach, and develop operational teams.
- Excellent client relationship management and stakeholder engagement skills.
- Strong commercial awareness with experience managing budgets, contracts, and operational performance.
- Sound understanding of security operations, best practices, and industry legislation.
- Excellent communication, organisational, and problem-solving abilities.
- Ability to work under pressure, manage competing priorities, and make informed decisions.
- Proficient in Microsoft Office and operational reporting systems.
- Full UK Driving Licence.
- Valid SIA Licence.

Desirable:

- IOSH Managing Safely, NEBOSH, or equivalent Health & Safety qualification.
- Experience within FM, corporate security, retail, logistics, healthcare, education, or public sector environments.
- Experience supporting contract mobilisations, transformations, and business growth initiatives.
- Knowledge of workforce planning, TUPE processes, and resource management.
- Experience participating in tender responses and business development activities.

WORKING ARRANGEMENTS

This permanent, full-time position is itinerant, with responsibility for the <specify> region and regular regional and national travel.

ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature: Date:

Name:

(Line Manager)

Signature: Date: