

	Job Description – Commissioning Operations Manager	
Job Title	Commissioning Operations Manager	
Location	London	
Approved	Darren Harbor	Job Title: Director of Commissioning Management and Verification
Reporting To:	Darren Harbor	
Date:	June 2026	
Job purpose	The Commissioning Operations Manager will play an active role in supporting the growth of the southern Commissioning Management team. The role will contribute in developing client relationships, identifying new opportunities, supporting the successful conversion of tendered work and supporting on project delivery. Working within the Southern Region’s Commissioning Management department, the role will work collaboratively with the Director of Commissioning Management and Verification to support the day-to-day operational activities of the department. The purpose of the role is to ensure the successful delivery of effective and profitable Commissioning Management and Validation projects while meeting and exceeding client expectations in relation to project scope, programme, quality and safety adherence. The Commissioning Operations Manager will lead allocated CC21 Commissioning Management projects and associated resources, taking responsibility for the day-to-day operational delivery of projects. This includes managing the financial performance of projects under their control through Access A Cloud to ensure they are delivered within budget and achieve targeted levels of profitability. The role will act as the main client liaison, maintaining strong relationships with clients and ensuring projects are delivered in line with agreed programme, quality and safety standards. The role will ensure that our Commissioning Managers deliver effective and profitable projects while maintaining high standards of programme management, quality and safety. Responsibility will also include coordinating and assigning resources across all matters relating to Commissioning Management and Validation, ensuring that all health and safety requirements are met for employees and contracts. The Commissioning Operations Manager will manage all people-related activities for their team, including coaching, training and development to enhance skills and performance. This will include holding regular one-to-one meetings and conducting formal personal development conversations in line with company procedures and timeframes. These discussions will support individuals in identifying their own personal business objectives, recognising strengths, and highlighting areas where further development or improvement is required. The role will also involve effective people management, including addressing behaviours, holding constructive and sometimes difficult conversations where necessary, and ensuring that team members are supported and held accountable to maintain high standards of performance	

	and professionalism. In doing so, the role holder will demonstrate the organisation's Values and The Banyards Way in the management of people, projects and client relationships. In addition, the role will support the Director of Commissioning Management and Verification with tendered work and attend post-tender interviews where required. The position will also take responsibility for wider operational duties as they arise, including oversight of Health & Safety, Environmental compliance, Quality Control and the training and development of Commissioning Managers.
Main Responsibilities	Accountabilities • Ownership of your allocated Southern Commissioning projects in terms of delivering projects within budget • Lead your team acting as a role model for your team and behaving consistently in line with our values and The Banyards Way. • Completion of annual appraisal and regular PDP reviews with your team ensuring that you meet company timescales for completion ensuring all documentation is loaded onto People HR. • You coach your team to develop their skills, providing regular feedback to them on performance improvement in line with our values whilst adopting the Banyards Way. • Work collaboratively with other Operations Manager colleagues to ensure the most effective and efficient resource allocation and management. • Ensure all projects are set up and managed via our SharePoint project folder. • Ensure copies of all test documentation are saved in SharePoint and that tracking documents are regularly updated. • Ensure all project scopes are fully delivered. • Work collaboratively with the Director of Commissioning Management and Verification to create and manage the 1000-day plans to achieve our strategy, operational and People goals and objectives. • Manage staff on your allocated projects ensuring timesheets are completed weekly and on time. • Deliver client requirements on your allocated projects and flag to Head of Commissioning any out-of-scope requirements or delays to work. • Play a positive role and assist the Director of Commissioning Management and Verification with the Quarterly team meetings. • Manage the Health and Safety and Quality Assurance on your allocated Commissioning Management / verification projects. • Act professionally at all times and in the interests of the Company. • Foster business relationships with our clients and suppliers to improve client retention and ensure our reputation for high standards of business conduct is maintained.

- Ensure you always act in the company's interests in terms of the community and the environment.
- Ensure projects under your control are completed within agreed budget and timeframe.
- Be responsible for seeking and managing extra fees and instructions on projects where applicable.
- Lead the Personal Development Review process of our Commissioning Managers
- Approval staff time via Access A-Cloud and staff holidays via People HR
- Undertake regular Quality Assurance checks on our project and people to ensure our QA procedures are being followed.

Project Management Tasks

Strategy

- Assist the Director of Commissioning Management and Verification with the creation and management of the department's 1000-day plans to achieve our strategy, operational and People goals and objectives.
- Be responsible for developing existing and establishing new relationships with a view to developing new sales opportunities.
- Assist the Director of Commissioning Management and Verification and marketing department to develop specific commissioning marketing material.
- Support the Director of Commissioning Management and Verification with targeted marketing campaigns to generate new work opportunities.

Business Development and Client Growth

- Developing and maintaining strong relationships with key clients, consultants and contractors to support repeat business.
- Identifying opportunities for additional services or follow-on work across existing projects and client portfolios.
- Supporting the preparation of tenders, proposals and marketing material in collaboration with the Director of Commissioning Management and Verification and the marketing team.
- Attending client meetings, industry events and networking opportunities to represent Banyards and strengthen market presence.
- Supporting and contributing to tender interviews, presentations and pitches for new work.
- Demonstrating strong commercial awareness in discussions with clients and recognising opportunities to expand our involvement.

Operational

- Attend weekly meetings and assist the Director of Commissioning Management and Verification with respect to the department forecast sheets in terms of updating of progress on current projects.

- Work collaboratively with the Director of Commissioning Management and Verification to provide updates at the quarterly team meetings.
- Provide technical assistance and support to site teams as required.
- Maintain regular contact with clients through site meetings, telephone calls and emails to ensure that contractual and technical issues are identified early and resolved.
- Ensure extra works required are covered by written and signed consent by the client.
- Manage our sub-contractors on site and ensure relevant work record sheets are signed; ensure works required of our sub-contractors are covered with supporting instructions, sub consultancy agreements and signed work record sheets.
- Approve time entry of our Commissioning Managers in Access A-Cloud to ensure all costs are allocated to the correct projects and that staff time is accounted for; approve time entered on a monthly basis.
- Quality check final reports prior to issue to clients
- Assist our Director of Commissioning Management and Verification with the closure of final accounts on completion of the works: instructions have been issued by the client in preparation for any final account discussions. All work record sheets are signed; all project documentation is collated appropriately for archiving.
- Ensure “Banyards Insite” is live for all projects, is updated in real time with client access set up.
- Identify potential improvements to the system ensuring they are flagged appropriately.
- Manage project kick off start meetings to ensure scope and resource allocation is fully understood by all parties (including client)
- Be the primary point of contact for client throughout project, assessing project progress and quality.
- Attend all required project Executive level meetings and support our project Commissioning Managers in the practical completion meetings.

Financial

- Ensure all information is provided within agreed timeframes so that monthly invoices are produced on time.
- Approve staff time and expenses via Access A Cloud within agreed timeframes for invoicing.
- Approve sub-contractor timesheets for Sub Consultants and Agency staff within agreed timeframes for invoicing.
- Adding your own time to web time sheet entry on a weekly basis.
- Work collaboratively with the Director of Commissioning Management and Verification to chase and clear aged debtors Max 45 days.
- Ensure projects are run on time and within budget.

- Work collaboratively with the Director of Commissioning Management and Verification to issue any project cost claims or extension of time claims.
- Ensure any early warning notices are issued to our clients before and should extra costs be required.

Client Relationships and Marketing

- Maintain client relationships and ensuring client loyalty through excellent customer service.
- Assist our marketing by providing regular updates on project successes for posting on website/social media and sharing as required.

Health & Safety and Environmental

- Ensure Health & Safety and Environmental issues are managed on all your allocated projects and that all staff / subcontractors have PPE, undertake inductions, method statements, risk assessments, and undertake regular site audits to check for compliance.
- Ensure Health & Safety tool-box talks are completed by yourself and your team and that these are documented on People HR.
- Ensure that you, and all staff under your supervision, complete the relevant Health and Safety training through the LMS.

Quality Assurance

- Review project reports comply with our QA procedures and take appropriate action.
- Work with the Director of Commissioning Management and Verification to enhance commissioning procedures and quality-controlled documents across commissioning.
- Manage the department QA process and controlled documents, sharing any learning with all Operations Manager colleagues.
- Undertake internal site QA audits on projects complying with our audit procedures.
- Work with the Director of Commissioning Management and Verification to review and improve our quality assurance procedures.

People Management and Development

- Work collaboratively with the Director of Commissioning Management and Verification to recruit individuals who meet the required technical and behavioural competencies.
- Support the full recruitment process to ensure the team is appropriately resourced to deliver current and future business needs.
- Manage all staff absences using PeopleHR in line with agreed company procedures, ensuring accurate record keeping and appropriate follow-up actions where required.

	• Manage and develop team competence by providing regular coaching, training and support, helping individuals build their technical capability, confidence and overall performance. • Lead the team's performance and development processes, including regular one-to-one meetings, twice-yearly personal development conversations (PDPs). • Support individuals in identifying personal their own personal business objectives, recognising strengths and identifying areas where improvement or further development is required. • Ensure all PDP documentation is completed in line with company procedures. • Proactively identify and manage people-related matters within the team, including performance concerns or challenging behaviours, addressing issues through constructive and professional conversations and escalating to the Director where appropriate. • Take responsibility for proactively managing your own personal and professional development in line with our values and The Banyards Way, continually developing your leadership capability. Support to Director of Commissioning Management and Verification & Directors by working collaboratively on: • The yearly budgeting processes. • Financial Control of projects using Access to review expenditure and income. • People management planning
Performance Measures List the Key Performance Indicators (KPI's) for your job	The role is based on output and not set hours although modelled on a 40-hour week. The role will need a high level of commitment and dedication often involving unsociable hours. • Project costs within budget • Management of employee performance and compliance with HR processes. • Team 121's and PDP's • Repeat business. • Living the values and working The Banyards Way. • Chargeable time in line with project resource schedules. • Client satisfaction rating 5-10. • CM South - Accidents and Near Misses. • Your own PDP.
Knowledge, Skills & Experience	Person Specification Knowledge • Strong understanding of commissioning management processes • Good knowledge of project management and delivery • Awareness of commercial management and project financial control • Understanding of the tender process and ability to support bids and proposals

- Knowledge of construction processes, contracts and site operations

Personal Characteristics

- Outgoing / extravert personality
- Team player
- Good organisational skills

Experience

- Minimum 10+ years' relevant experience within commissioning / building services
- Experience managing projects and coordinating teams
- Demonstrable experience in client-facing roles
- Experience contributing to or leading tender interviews / presentations
- Proven ability to build and develop client relationships
- Experience identifying or supporting new business opportunities or additional services

Skills, Competencies and Behaviours

Client Engagement and Influence

- Confident, engaging and personable with clients and stakeholders
- Comfortable leading meetings, presentations and discussions
- Have an optimistic approach
- Able to influence and persuade others effectively, whilst respecting others' opinions
- Proactively builds networks and develops relationships, enjoying stimulating discussions
- Identifies and acts on opportunities to enhance client engagement

Commercial Drive

- Demonstrates commercial awareness across projects and client interactions
- Proactively seeks opportunities to generate additional value or work
- Confident in discussing scope, fees and project changes with clients
- Takes ownership and drives actions to conclusion
- Comfortable making decisions and progressing outcomes

Technical Credibility and Delivery

- Maintains a structured and methodical approach to project delivery
- Demonstrates attention to detail and commitment to quality

- Able to balance client focus with technical and operational requirements
- Uses data, logic and evidence to support decision making

Relationship Building and Team Contribution

- Builds trust and engagement whilst maintaining strong working relationships internally and externally
- Works collaboratively with colleagues across the business
- Supports and develops team members through coaching and feedback
- Demonstrates empathy and awareness of others

Communication

- Effective communication skills
- Adapts communication style to suit audience and situation
- A calming, solution focussed influence
- Represents Banyards professionally in all interactions
- Confident presenting to clients and senior stakeholders

Leadership and Behaviour

- Leads by example and demonstrates the Banyards values
- Agile and adaptable
- Proactive, positive and solution-oriented mindset
- Takes initiative and ownership of responsibilities with a democratic approach
- Comfortable operating with a degree of autonomy

Innovation and Growth Mindset

- Actively contributes to business growth and development
- Always seeking opportunities and solutions
- Identifies improvements in client engagement, delivery or processes
- Offers creative and imaginative solutions
- Open to new approaches and ways of working
- Supports marketing, business development and strategic initiatives

IT

- Knowledge and skills in Microsoft suite of products word, Excel, Power Point etc
- Knowledge and competence with MS Project and Asta Power Project
- Awareness of AI capability

	Personal Growth and Leadership Potential • Demonstrates clear ambition and motivation to progress beyond the Operations Manager role into a wider leadership position within the business • Shows a strong desire to take ownership, influence direction and contribute to the long-term growth of the Commissioning Management team • Displays the potential to lead larger teams and take on broader business responsibilities over time • Proactively seeks opportunities for personal development and increased responsibility • Comfortable stepping into more senior discussions, contributing ideas and challenging thinking where appropriate • Demonstrates the confidence and presence required to represent the business at a senior level with clients and stakeholders • Shows an interest in the wider business beyond immediate project responsibilities, including strategy, growth and performance • Has the drive, resilience and energy required to progress towards a future leadership role, with a pathway to Director level Qualifications Qualification by experience and/or relevant qualifications (e.g. HNC/HND/Degree in Building Services or similar) Or Commissioning Specialist Associated CM3
Any other information	Development Aim Undertake continued professional development and be aware of and research changes within the industry to increase your own competency. The role is based in the London office but you are responsible for running projects in the South of England and home-counties reporting directly to the Board of Directors of Banyard Consultants.

Vision and Values

Our Vision

A future where every building we touch positively impacts people.

Our Values

- Relationship people

We understand, building lasting relationships is vital to repeat business and our success.

- Successful people

Our passion to succeed is fuelled by personal and professional development.

- Can do people

Our 'can do' attitude defines our approach.

- Do the right thing people

We act in the best interests of both our people and our clients by making the right decisions.

- Safe people

Working in the high-risk construction industry, we want everybody to go home safely