



OFFICE & OPERATIONS MANAGER

Location: Rotherham Head Office, S61 4QN

Department: Skip Hire / Customer Service

Reports to: Senior Management

Employment: Full-time (Mon-Fri 7.00 - 17.00. Alternative Saturdays 7.00 - 12.00)

ABOUT KCM WASTE MANAGEMENT

KCM Waste Management is an established, family-run waste management company providing comprehensive waste, recycling and environmental services to commercial and domestic customers across the UK. With our own operational sites and fleet in Yorkshire alongside our nationwide service capabilities, we provide a one-stop solution for waste management, from skip hire and trade waste collections to recycling and specialist waste services.

ABOUT THE ROLE

We're looking for an organised, confident and proactive Office & Operations Manager to oversee the day-to-day running of our busy Skip Hire Customer Service Department at our Rotherham Head Office. This is a hands-on management role, leading a team of approximately seven Customer Service Advisors while coordinating the efficient allocation of skip hire jobs to our drivers. You'll play an important role in ensuring our customers receive an excellent service while keeping daily operations running efficiently. The role requires someone who can confidently manage people, solve problems and adapt when priorities change throughout the day.

KEY RESPONSIBILITIES

- Lead, support and motivate the Skip Hire Customer Service team
- Oversee the department's day-to-day operations and workload
- Allocate skip deliveries, exchanges and collections to drivers
- Monitor jobs throughout the day and respond to delays or changes
- Liaise with customers, drivers and other KCM departments
- Ensure bookings and customer enquiries are handled efficiently
- Support the team with complex enquiries and complaints
- Maintain high standards of customer service
- Ensure customer and job information is recorded accurately
- Assist with staff rotas, holidays and absence management
- Monitor team performance and provide ongoing guidance
- Identify opportunities to improve processes and efficiency

WHAT WE'RE LOOKING FOR

We're looking for someone who can take ownership of the department and confidently balance excellent customer service with the operational demands of a busy skip hire service. The successful candidate will be:

- An experienced team leader, supervisor, office manager or operations professional
- Confident managing and motivating a busy team
- Highly organised with the ability to manage multiple priorities
- A strong and confident communicator
- Calm and solutions-focused when dealing with problems
- Comfortable making day-to-day operational decisions
- Customer-focused with high standards of service
- Confident using computer systems, email and office software
- Comfortable working within a fast-paced operational environment

DESIRABLE EXPERIENCE

Previous experience within waste management, skip hire, transport, logistics, fleet operations or a similar operational environment would be advantageous, although this is not essential for the right candidate.

THE PERSON

You'll need to be someone who takes responsibility, communicates clearly and enjoys working in a busy environment where no two days are exactly the same. You'll work closely with your customer service team, KCM drivers and other departments across the business to make sure our skip hire operation runs as smoothly and efficiently as possible.

JOIN TEAM KCM

You'll be joining an established family-run business with a proud history in the waste management industry and a team delivering waste and recycling services to customers across the UK.

Ready for your next opportunity?

APPLY TODAY

Email your CV to:

careers@kcmwaste.com

Please include "Office & Operations Manager" in the subject line of your email.

Or visit:

www.kcmwaste.com/careers/

