



Job Brief - Operations Manager

Location: Bromsberrow, Herefordshire (working across Herefordshire, Worcestershire and Gloucestershire)

Hours: Full-time, permanent

Salary: £40,000–£45,000 per year, depending on experience and ability

Are you the person who naturally sees what needs doing before everyone else does?

Can you keep multiple teams, projects and clients moving without letting standards slip?

Fancy playing a key role in the growth of an ambitious, award-winning landscaping company?

If so, we'd like to hear from you.

About Wards Gardens

Wards Gardens has been reimagining gardens, one shovel at a time, since 2009. What started with founder Tim Ward has grown into an award-winning landscape construction company, named Landscaper of the Year at the 2024 Midlands Enterprise Awards and featured in Ideal Home.

We build high-end residential gardens, from large, designer-led projects to smaller transformations, across Herefordshire, Worcestershire and Gloucestershire. Show Garden Standards for Real Life isn't a slogan for us. It's how we build: get the construction right underneath, and the finish looks after itself.

As the business grows, we're building a team of people who want to grow with it.

About the Role

We're looking for an **Operations Manager** to take responsibility for the day-to-day running of our landscaping operations and help us deliver multiple high-end projects efficiently and to the standards Wards Gardens has built its reputation on.

You'll oversee our site teams, making sure they know what they're doing, have what they need and are keeping projects moving. You'll plan ahead, coordinate labour, materials and deliveries, visit sites regularly, check quality and deal with issues before they become bigger problems.

You'll also be an important link between our teams, clients, suppliers and the office, making sure everyone has the information they need and projects stay organised.

This isn't a desk-based management role. We need someone who's comfortable being out on sites, understands how landscape construction works and can earn the respect of experienced tradespeople while still holding people accountable.

For the right person, this is an opportunity to become a key part of Wards Gardens as we continue to grow the business and expand our teams.

What You'll Be Doing

- Overseeing the day-to-day running of multiple landscaping projects
- Managing and supporting our site teams and Team Leaders
- Planning labour and allocating teams across current and upcoming projects
- Building and managing weekly and forward work programmes
- Making regular site visits to check progress, quality and productivity
- Making sure work is being completed to Wards Gardens standards
- Identifying problems early and putting solutions in place
- Coordinating materials, plant, equipment and deliveries
- Making sure teams have everything they need before they need it
- Liaising with clients throughout their projects
- Communicating with designers, suppliers and subcontractors when required
- Reviewing landscape drawings and helping teams understand what needs to be built
- Monitoring project progress against programmes and expected labour
- Managing variations and changes on site
- Supporting health and safety across our projects
- Keeping sites organised, professional and running efficiently
- Reporting back on progress, issues and upcoming requirements
- Helping improve the systems and processes we use as the business grows

About You

- Previous experience managing teams and projects within landscaping, construction, groundworks or a similar industry
- Strong practical understanding of how construction sites operate
- Able to read drawings, understand levels and follow project specifications
- Confident managing several projects and teams at the same time
- A strong eye for quality and detail
- Naturally organised and able to plan ahead
- Able to spot problems before they become expensive problems
- Comfortable making decisions and taking responsibility
- Confident communicating with clients, tradespeople, suppliers and designers
- Able to hold people accountable while maintaining a positive team environment

- Calm under pressure and able to find solutions when plans change
- Comfortable using technology for schedules, project information and communication
- Positive attitude and a strong work ethic
- Full UK driving licence, you'll travel regularly between our yard and sites

What We Offer

- Full-time, permanent employment
- £40,000–£45,000 per year, depending on experience and ability
- Company pension
- Company vehicle for work use
- Uniform and equipment provided
- Genuine responsibility and the opportunity to make the role your own
- Training and development as the company grows
- Opportunity to progress into a senior operational role as Wards Gardens expands
- A positive team environment where good work is recognised
- The opportunity to help shape the next stage of an ambitious growing company

Location

The role is based from our yard near Bromsberrow, with regular travel between projects across Herefordshire, Worcestershire and Gloucestershire.

This is a hands-on operational role, so you'll spend a significant amount of your time out with our teams and visiting projects rather than sitting behind a desk.

Please check the commute before applying, this needs to work for you long-term. A full UK driving licence is required.

To Apply

Tell us about your experience managing people, projects and day-to-day operations within landscaping, construction or a similar environment.

We'd particularly like to hear about the size of teams you've managed, the types of projects you've been responsible for and how you've kept multiple jobs organised and moving at the same time.

Most importantly, tell us why you think you'd be the right person to help Wards Gardens through its next stage of growth. Please apply at info@wardsgardens.co.uk