



Cpl Solutions Ltd



#JOB-2437149



Nova atria North, Blackthorn Road, Dublin 18,  
D18 F5X2



No of positions : 1



Paid Position



40 hours per week



50000.00 Euro Annually



05/03/2026



02/04/2026

### How to apply

#### Application Method :

Not available



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## Operations Delivery Manager

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

Company: Covalen

The Operations Delivery Manager (OM) is accountable for the successful delivery of one or more business units as per the Statement of Work on behalf of Covalen. The OM must work with partners and all areas of the business to drive performance, productivity, quality, and cost objectives for the site.

#### Duties and Responsibilities

Manage the overall performance and governance of the Statements of Work in conjunction with Senior Management.

Manage the day-to-day operations in accordance with requirements and SLAs set out in this SOW.

Prompt identification and resolution of Service delivery issues including implementation of preventative measures.

Transition management during set up phase or expansion phases.

Establish the Service Provider infrastructure necessary to perform the Services, including all technology, financial, human resources, security, facilities and communication resources.

Install all service delivery processes and service Level reporting mechanisms.

Provide exceptional people management, mentorship and career development to members of your team, including managers, team leaders and reps, achieve low attrition levels and high employee engagement

Flag, escalate and proactively manage business risks/incidents timely to the Client and Senior Management.

#### Essential Competencies

Experience in hosting and managing Client Meetings.

Past experience of building partnerships with Clients.

Excellent written and oral communication skills.

Ability to set and achieve targets.

Proven track record of meeting and managing deadlines.

Excellent knowledge of influencing and meeting KPI's and targets.

Understanding of the drivers of operational performance

Confidence in one's own abilities

Ability to lead by example

Capable of managing and mentoring middle management level.

Strong motivational skills

Proven track record of managing within budgets

Ability to identify areas for reduction in costs

Past experience in improving profitability

Knowledge of all aspects of Financial Management

Past experience of working as part of a project team

Ability to meet deadlines

Ability to find skills in others to ensure success of projects

Drive and determination to successfully complete projects within costs and deadlines.

#### Candidate Experience

1 year of onsite experience at Team Leader level or above.

Dynamic leader with experience and passion for managing large and diverse teams across multiple sites in a fast paced environment, able to deal with rapid change and ambiguity.

Strategic thinker with strong analytical and problem-solving skills.

Excellent communication skills, directly with clients an advantage.

Strong desire to develop team members.

Experience working in a vendor/outsourcing model.

Empathy for the Client community and passion to create an exceptional experience and provide outstanding support.

Adaptable and energized by a fast-paced environment.

- **Sector:** administrative and support service activities

#### **Career Level**

- Managerial