



Coverage:	Morrisons M&L	Position:	Full Time
Job Title:	Data Operations Manager – M&L	Contract Hrs:	40 per week
Location:	Remote	Line Manager:	Head of Security – M&L
Salary:	£40,000		

About OCS

OCS UK & Ireland is a leading facilities management company with a turnover of £1.7bn and 50,000+ colleagues. We deliver innovative, award-winning services to the public and private sectors and our mission is to make people and places the best they can be.

This role sits within our Security business division which provides physical security guarding, access control, alarm systems and perimeter property protection, CCTV, mobile surveillance, and ANPR Technology services to a wide range of prestigious clients.

Working at OCS is more than just a job; it's an amazing opportunity to begin or expand your career in Facilities Management. OCS has an ambition to become an 'Employer of choice' in our sector and is proud to invest in our colleague's personal and professional development. OCS provides our colleagues with opportunities to gain qualifications through funded development programmes aligned to the knowledge, skills, and behaviours attached to their roles.

The Role

The Data Operations Manager will be responsible for managing the collection, validation, analysis and reporting operational data across the Morrisons Manufacturing & Logistics Security contract.

Working closely with Head of Security M&L, Regional Operations Manager M&L, OCS support functions and Morrisons stakeholders, the role will ensure accurate reporting of contract performance, compliance, workforce deployment, incidents and operational activity.

The successful candidate will play a key role in ensuring the account maintains high levels of compliance, operational transparency and performance against contractual KPIs and Service Level Agreements.

Key Responsibilities

Data Management & Governance

- Maintain accurate operational data across all Morrisons Manufacturing and Logistics locations.
- Ensure all reporting data is validated, audited and submitted within agreed timescales.
- Maintain reporting standards and governance processes.
- Ensure data integrity across all reporting platforms.
- Support operational teams with reporting requirements and data queries.

KPI & Contract Performance Reporting

- Produce weekly, monthly and quarterly KPI reports.
- Monitor contractual performance against agreed Service Level Agreements.
- Highlight emerging trends, risks and performance concerns.
- Support the development and implementation of corrective action plans.
- Track operational improvements and performance outcomes.

Workforce Management Reporting

- Monitor labour utilization and workforce deployment
- Produce reports relating to:
 - **Workforce Management: Attendance / Overtime / WTDs**
 - **Recruitment: Vacancies / Attrition / Resourcing SLAs**
 - **Agency Workforce: Operational analytics**
 - **Compliance: Training / Licensing / RTW & more**
 - **KPI Performance Management**

Incident & Operational Reporting

- Monitor incident reporting across all locations
- Ensure incidents are recorded accurately and consistently
- Produce incident trend analysis reports
- Support investigations through data gathering and reporting
- Maintain incident management records

Technology & Systems Administration

- Manage and maintain reporting systems including:
 - Timegate / Excel / Power BI / G-Data Studio / Auror / Duress / Trackforce
- Support system users with reporting and data-related queries
- Identify opportunities for reporting automation and efficiency improvements

Client Reporting & Governance

- Prepare reporting packs for customer meetings.
- Support monthly and quarterly business reviews.
- Produce management information for OCS and Morrisons stakeholders.
- Support governance meetings and contract audits.
- Ensure all reporting requirements are fulfilled in line with contractual obligations.

Security Intelligence & Analytics

- Analyse security incidents, losses and crime trends
- Identify emerging threats and operational risks
- Produce intelligence reports and trend analysis
- Support investigations through data analysis and reporting
- Monitor organized crime, internal theft and supply chain loss trends

Essentials & Desirables

Essential Requirements

- Experience in reporting, operational support or data management role.
- Advanced Microsoft Excel skills.
- Experience producing operational and performance reports.
- Strong analytical and problem-solving skills.
- Excellent organisational skills and attention to detail.
- Ability to manage multiple reporting deadlines simultaneously.
- Experience working with workforce management systems.
- Strong communication and stakeholder engagement skills.
- Experience working within operational environments.
- Ability to interpret and present data clearly and effectively.

Desirable

- SQL Knowledge

- IOSH Managing Safely
- Security Institute membership

Why Join OCS

At OCS, we believe our colleagues are the heart of our business. You'll receive access to professional development opportunities, structured career progression, and the chance to work alongside supportive and inspirational teams.

We are an equal opportunities employer and value the unique contribution of every individual. We welcome applications from all backgrounds, including those with disabilities, and will provide reasonable adjustments throughout the recruitment and employment process.

How to Apply:

If you are interested in joining a business that encourages professional development, career progression and the chance to work with inspirational people then please click apply and register your interest! You can also sign up to our job alerts when registering, which will notify you when other suitable vacancies are available.

We are an equal opportunities employer and rely on a diverse workforce with a broad range of knowledge, skills, and backgrounds to deliver our goals. We offer an inclusive and welcoming environment and actively encourage applications from all individuals regardless of race, gender, nationality, religion, sexual orientation, disability, or age.