

Operations Manager – Reservations & Dispatch

Salary £42,000 - £48,000 dependant on experience

Full Time | 12-hour shifts, 4 on / 4 off | Glasgow Head Office

Little's Chauffeur Drive is a long established, values driven provider of premium chauffeur services, recognised for discretion, reliability and high standards of service. We are recruiting two Operations Managers to support the effective day to day running of our Reservations and Dispatch function.

Working as part of the Operations team and reporting into a Company Director, these roles are responsible for ensuring the smooth delivery of bookings and journeys during their shift, supporting a team of Reservations and Dispatch Executives, and maintaining the high service standards our clients expect.

This is a hands-on operational management role, suited to individuals who are confident managing people, processes and real-time operational challenges within a busy, service-led environment.

About the Role

Each Operations Manager will take responsibility for the Reservations and Dispatch operation during their shift, working on a 4 on / 4 off rotation. The core operational office hours are 08:00 to 20:00, during which you will be the most senior operational contact on site.

You will manage workflow, oversee booking accuracy, support the allocation of chauffeurs and vehicles, and ensure issues are resolved calmly and professionally as they arise. Working closely with your fellow Operations Manager, you will ensure consistency of approach and continuity of service across the operation.

This role focuses on **excellent operational control, people management and service delivery**, rather than strategic leadership or business-wide decision making.

Key Responsibilities

- Manage the day to day operation of the Reservations and Dispatch function during your shift
- Oversee and support a team of 6 Reservations and Dispatch Executives, ensuring workloads are balanced and standards are maintained
- Ensure bookings are handled accurately and efficiently, with appropriate allocation of chauffeurs and vehicles

- Act as the senior operational point of contact during office hours, resolving issues and responding to operational challenges as they arise
 - Maintain service quality during peak periods, last minute changes and complex itineraries
 - Handle client feedback and complaints professionally, escalating where appropriate
 - Work closely with the Sales team and wider operations team to support client requirements
 - Ensure operational processes are followed consistently and accurately
 - Contribute to continuous improvement by identifying practical opportunities to improve efficiency and service delivery
 - Provide very occasional out of hours operational support by telephone, where required, noting that overnight on-call responsibility is limited and expected to reduce further as services are outsourced
-

Reporting and Structure

- Reports directly to a Company Director
 - Works alongside a second Operations Manager to provide operational cover
 - Line management responsibility for a team of 6
-

What We're Looking For

We are looking for experienced operational managers who are comfortable managing people and processes in a fast paced service environment. You may come from chauffeur services, transport, logistics, aviation or hospitality.

This role is suited to someone who takes pride in running a tight operation, supporting their team effectively, and maintaining high standards.

What You'll Bring

- Proven experience managing teams in an operational environment
- Strong organisational skills and attention to detail
- Calm, practical decision-making under pressure

- Professional communication skills and confidence dealing with clients
 - A reliable, measured management style
 - The ability to work collaboratively within an established management structure
 - A consistent, hands-on approach to operational management
-

Our Values

Little's operates on EOS and is a values driven business. Our recruitment process reflects both experience and alignment to our values:

- We are Tenacious and Resilient
 - We are Collaborative and Innovative
 - We are Respectful and Always Do the Right Thing
 - We are Loyal
 - We go the Extra Mile
-

Company Benefits

- Life Assurance
- Paid Volunteer Time
- Christmas Bonus
- Annual Bonus (subject to company performance)
- Loyalty Holidays
- Extra Annual Leave (salary sacrifice)
- Cycle to Work Scheme
- Employee special rate for chauffeur driven transfers
- Company Social Events
- Company Pension Scheme