

Branch Manager

Job Description & Person Specification

Stannah

Function: Management

Reports to: Service Director

Purpose

To ensure the safe and continuous use of lifts, stairlifts and lifting equipment in the efficient movement of people and goods by providing a national 24-hour callout, maintenance and repair service to domestic industrial and commercial owners and users of buildings and lift equipment.

To manage the branch to ensure that it succeeds in being profitable and competitive, staying true to our values, to be ambitious, realistic and to put safety at the heart of all its activities.

Core Responsibilities

The Branch Manager is responsible for managing and setting the standard in all aspects of branch service delivery, Health and Safety being the top priority as well as customer service levels, employee development, financial results, operational efficiency and leadership.

Manage the human, economic and material resources of the branch, to achieve both the budget and Branch Business Plan in order to deliver a safe, sustainable, profitable, growing business with excellent levels of customer service ensuring we meet the Stannah promise of "Always true to our word".

Service Provision - managed through your team:

- 1. Lift and lifting equipment repair and maintenance service**, including: initial sales visit, assessment and quotation; contract administration and work planning; completion of planned service/maintenance works; provision of a 24-hour emergency maintenance response service, and post repair and maintenance administration.
- 2. Lift and lifting equipment modernisation/refurbishment service**, including: initial inquiry, sales visit, assessment and quotation; contract administration and work planning; completion of works, and post works administration.
- 3. Contract administration, customer care, general administration, accounts and QA system services**, including: administration of client files, key account management, work planning and customer care services; general secretarial services (reception, correspondence etc); preparation and issuing of invoices; authorisation of payment of invoices and quality administration (performance data and customer feedback).
- 4. Purchasing, storage and issue of stairlift and lift equipment parts and materials**, including: liaison with supervisors and engineers to confirm order requirements, ordering of equipment, parts and materials; organisation and maintenance of appropriate stores items; issuing of equipment, parts and materials; receipt and storage of returned goods and preparation and maintenance of related stores administration.

- 5. Maintenance of Branch assets**, including: the maintenance and general housekeeping of building premises and contents, welfare facilities work plant/equipment and vehicle fleet replacement and maintenance/upkeep.
- 6. Strategic and General Management:**
- Ensure all work is carried out in a safe and proper manner both for self and for the well-being of others.
 - Regularly review the provision of the above services to ensure they satisfy client and customer needs in respect of type, quality and delivery, and ensure a high standard of customer care. Ensure also alignment with central strategy and structure through interaction with the Service Director and support teams (Service operations, National Contracts Team; Network Rail Office, HR, Finance, IT etc.)
 - Ensure operational effectiveness, including: the development and maintenance of effective business planning, financial and administrative systems in respect of strategic/general management; the cost effective delivery of products/services involving the determination of efficient business systems (work methods/processes, plant and equipment) and the maintenance of quality assurance systems.
 - Ensure profit margin effectiveness, including: ensuring the right mix of minor and major repairs, margins are correct to achieve or exceed budget requirements.
 - Ensure organisational effectiveness, including: the identification of manpower needs; recruitment and selection of new appointments; identification of training and development needs for self and colleagues to ensure they can fulfil their job role; identification and provision of appropriate training and education for colleagues in line with business requirements; creation of a context which motivates colleagues and ensures good industrial/human relations are maintained and ensuring the welfare needs of colleagues are met.
 - Absence Management: ensure staff attendance is monitored and managed in accordance with the absence management policy, including the completion of "Return to Work" interviews.
 - Performance Management: ensure staff are performing to the standard required and in accordance with their job description.
 - Appraisal: carry out regular reviews in accordance with the Appraisal Procedure.
 - Employee Relations: manage staff in accordance with the company policy and procedures.
 - Training and Development: to assist in the training and development of your field team as appropriate in order to ensure they have the resources and skills to deliver the job function.
 - Development: to participate in the development and implementation of the Company's people development, training plans and procedures.
 - Be an effective member of the Branch Management team in support of consistent National Service.
 - Any other duties/responsibilities as requested by the Service Director or other Senior members of the Stannah organisation.

This list is not exhaustive, and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business.

Relationships

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation, but in particular with the peers within the Branch Manager's team. The communication skills required include the ability to communicate technical complex and sensitive information.

External

External agencies including suppliers, consultants and customers.

PERSON SPECIFICATION

Skills and Experience

- A significant track record of success in a similar business environment, providing high value M&R services to a demanding business and consumer customer base across the UK.
- Proven commercial acumen in creating and managing commercial and contractual B2B and B2C relationships with customers and suppliers
- Extensive leadership experience and management of managers together with strong interpersonal and customer communication skills
- A well-developed understanding of best in class customer service.
- Computer knowledge, particularly of MS Office for reporting, liaising and sending customer proposals
- An ability to develop and manage working operational relationships at all levels between customer and company personnel to ensure full engagement with the Service Branch team and customer base.
- Strong communication - verbal, written, listening and presentation skills.

Personal Attributes and Behaviours

- High levels of self-motivation and tenacity to deliver on business plans.
- Gravitas with peers, subordinates, customer, supplier and distributors.
- Well developed coaching and delegation skills.
- Highly developed personal communication and listening skills.
- A positive and constructive approach to problem solving.
- An inclusive style of leadership that reaches out to every level of the organisation.
- A strategic business outlook for service in the Lift industry with knowledge of our chosen markets an advantage.
- Willingness to Travel - must hold valid UK Driving Licence.
- A personal commitment to the values of the Stannah Group, to deliver on promises and demonstrate that we care.

Managerial and Supervisory Responsibility

- Branch Office Manager
- Field Service Managers
- Field Repair Managers
- Sales Consultant
- Stores person - where applicable

Education and Qualifications

- Degree or equivalent, with postgraduate business qualifications desirable.
- NVQ or equivalent in Management
- IOSH in Management

You will also complete suitable training to enable you to work to our policies and procedures e.g. the appraisal system, our Disciplinary procedures and the use of our IT systems.

Other information:

- Working Hours: 37 hour working week with 45 minutes unpaid lunch.
- The jobholder will be based at their contracted Service Branch Office and will be required to travel to sites, other Branch Network and locations as and when required.
- Company Car Grade B.
- 25 Days Annual Holiday plus 8 Bank Holidays.
- Management Performance Bonus.
- Employee Benefits including but not limited to Stannah Rewards, Pension, Cycle to Work Scheme, Wellbeing etc.